



**Assessment of USMC Quality of Life  
(QOL) Program Contributions to  
Readiness, Performance,  
and Retention  
Volume II: Pilot Test Results**

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13. ABSTRACT (Maximum 200 words) This report presents the results of a pilot test of an integrated system for assessing the impact of Marine Corps quality of life (QOL) programs on readiness, retention, and performance. The system is based on the integration of program input data and qualitative data provided by program patrons/participants. Questionnaires to be completed by participants are characterized by brevity and comparability across a variety of programs. Individual questionnaires tailored for each of the programs are included along with analysis of the responses during the pilot test. Positive results of the pilot test show promise of a method to link specific programs to mission outcomes in the military. Deficiencies in program input and output measures are also addressed.				
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## **Foreword**

This effort was funded by Headquarters Marine Corps (HQMC), Personnel and Family Readiness Division (MR) under USMC Project Order 98RCH4014. The objective was to conduct a pilot test of an integrated system for assessing the impact of Marine Corps quality of life (QOL) programs on readiness, retention, and performance.

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# **Summary**

## **Introduction**

Using a life domain approach, previous Marine Corps research has confirmed the relationship between quality of life (QOL) and military outcomes such as retention, personal readiness, and performance. However, there has been little evidence to link individual programs to either quality of life or military outcomes. A program assessment system was designed to supplement the life domain questionnaire used to measure QOL in the Marine Corps, and to narrow the focus from life domains to programs.

## **Problem**

The Marine Corps QOL programs provided for the support of members and families address eleven domains of life and employ a variety of service modalities. Conventional program evaluation methods that focus on program-specific goals are inadequate as a basis for comparisons across divergent programs. An assessment methodology was needed that would yield consistent impact measures for this wide spectrum of programs and that could be implemented with minimal disruption and expense.

## **Objective**

The objective of the present effort was to conduct a pilot-test of the program assessment conceptual design and methodology described in a previous report (Kerce, 1998). The purpose of the pilot test was to provide proof of concept and to evaluate the methodology. This report presents the results of that test. A second objective was to provide the prototype of a relational data base for QOL program data that would be easily accessible to decision makers at various levels of responsibility.

## **Method**

The pilot test was conducted at four Marine Corps installations, where data were collected from nineteen programs. Subjective data from program participants were collected by means of individual program-specific questionnaires. The questionnaires were brief one-page instruments designed to be administered at the delivery site by program staff.

Questionnaire items were designed to assess a program's ultimate impact on quality of life and family satisfaction with military life, as well as its success in reducing stress and tensions between military and family roles. Respondents' perceptions of the program as a demonstration of Marine Corps concern for members and families were also measured. Other items measured contributions to health and safety and the acquisition of skills to enhance performance or improve personal relationships. Selection of specific items to be included for any one program was based on the rationale for offering that program.

Conventional process measures were also collected, including utilization, funding and staffing data.

## **Results**

A total of 6,964 questionnaires were completed by active-duty Marines and spouses of active-duty Marines. Analysis of responses indicated that participants are generally positive in their assessments of program impact, with a large majority of each program's users strongly agreeing that it made a positive contribution to quality of life. However, comparisons revealed program-related differences in the strength of the impact, as well as some site-related differences. Programs that were rated highest on multiple measures of impact included Youth and Teen Programs, U.S. Marine Corps (USMC) libraries, Temporary Lodging Facilities, Child Care and Physical Fitness. Deployment Support Programs consistently received the lowest ratings. The pilot test also pointed up the continued deficiencies in objective program process data and emphasized the inconsistencies among programs in this regard.

## **Discussion and Summary**

The positive results of the pilot test have confirmed that the program assessment system can be used to link specific programs to QOL, that the data obtained in this manner will be adequate in both quantity and quality, and that the methodology is feasible. Objective QOL data that includes outcome measures of impact as well as process could be of significant value in assessing program success. It is recommended that the difficult task of identifying such variables and their sources be given priority in the near future. At the same time, guidelines for collecting and transmitting process data to HQMC are needed.

Used together, the QOL Program Assessment System and the USMC QOL Domain Questionnaire can help the Marine Corps assure that its members receive support that will help them perform their duties and enhance their quality of life. They provide the tools for making better program decisions to assure that resources are used for those initiatives that support mission accomplishment.

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## **Introduction**

This report is the second in a series describing assessment of support programs offered by the U.S. Marine Corps for the enhancement of quality of life (QOL) for its members and their families. It presents results of a pilot test conducted in accordance with the design and methodology detailed in the first volume of this series (Kerce, 1998). The report deals with two major outcomes of the pilot test: First, a summary of what was learned about individual programs using data collected from program participants during the period of the pilot test; and, second, an analysis of the utility of the program assessment methodology and what must be done to realize the full potential of this approach.

### **Problem**

Previous research has confirmed the relationship between QOL and military outcomes such as retention and performance (Kerce, 1995; White et al., in press.). There is now a need to expand the Marine Corps QOL research program to include a method for determining the extent to which individual programs contribute to quality of life and thus ultimately to military outcomes. Conventional program evaluation methods are inadequate for a comparative evaluation of the impact of divergent QOL support programs because they are based on program-specific processes and goals. Instead, a system must be developed that will yield consistent measures for a wide spectrum of programs, and that will focus on their ultimate impact on the Marine Corps mission rather than immediate impact on individuals.

### **Objective**

The goal of the present effort has been to address the problem of linking individual programs to quality of life and military outcomes with minimal disruption and expense, providing a system that will be sustainable over time and yielding valid data that is easily accessible to decision makers at various levels of responsibility. This report is intended to document the results of a pilot test of the program assessment system to meet that objective.

### **Background**

In early 1995, the results of a major research effort to take a comprehensive look at Quality of Life in the Marine Corps were published by Navy Personnel Research and Development Center. That report established, for the first time, a statistical path from perceived QOL to behavioral consequences that promote desired military outcomes (Kerce, 1995.) Data to model the relationships between QOL and behavioral outcomes were obtained by means of a life domain questionnaire, which considers eleven facets of life to provide a comprehensive view of life as perceived by an individual.

Subsequently, the Marine Corps used the results of this groundbreaking research to support an increase in appropriated funding for its QOL programs, and to help determine resource allocation. Additionally, a number of changes were implemented on the basis of the research results. Those included improvements in fitness centers, creation of the Single Marine Program, improvements in barracks and barracks' recreation rooms throughout the Marine Corps, implementation of the Integrated Library System and other improvements in USMC libraries.

The QOL Life Domain Questionnaire was designed to be administered at three-year intervals in order to monitor changes in QOL as a result of actions taken, policy modifications, and other changes in the military environment. Consequently the study was replicated in 1998 with a second administration of the Life Domain Questionnaire and comparisons of the two efforts are being analyzed. Preliminary results indicate that the improvements made have been reflected in members' more positive perceptions of their quality of life.

Despite the success of the life domain/global QOL methodology to document the causal relationship between QOL and retention, performance, and personal readiness, and its usefulness as an indicator of problem areas, it became evident that a method for relating those findings to specific program efforts was also needed. Because programs typically have an impact in more than one life domain and because each life domain is likely to be affected by more than one program, neither domain nor global evaluations automatically point to the success or failure of a specific program.

## **Organization of the Report**

Following a description of research methods used in the program assessment pilot test, this report will present findings for individual programs, followed by results based on selected comparisons across programs. In the second section, lessons learned from this effort will be summarized, along with the steps required for the development of an integrated assessment system that will enable the Marine Corps to evaluate the relative impact of variety of QOL programs. Next, it will discuss how the program assessment effort can be integrated with life domain data to provide a complete picture of the effectiveness of QOL efforts in the Marine Corps. Finally, the multi-purpose relational data base designed to function as a decision support system at various levels of responsibility from program managers to top level decision makers will be briefly described.

## **Method**

This approach to program assessment was shaped by the following five method-related goals:

- ◆ Method would be appropriate for a variety of programs
- ◆ Measures would concentrate on impact rather than process
- ◆ Data collection would be relatively non-intrusive and inexpensive
- ◆ Information would supplement current research efforts without duplication
- ◆ System would be sustainable over time

A more detailed discussion of the rationale for our approach, as well as the project methodology, is contained in the first report describing the research design (Kerce, 1998).

## **Multiple Program Application**

To devise a method that could be applied to programs as diverse as fitness centers and libraries, child care and bowling centers required stating program goals in a more general fashion than that typically used in conventional evaluations of a single program. Therefore, it was decided to examine the ways through which programs contribute to the facilitation of mission accomplishment. These can be thought of as "reasons for being" or, in other words, the

underlying justification for funding support programs based on ultimate benefit to the Marine Corps. It was found that seven statements could capture the rationale for the spectrum of programs thereby indicating the various mechanisms through which mission accomplishment was facilitated. They are:

1. Promote the physical and mental well being of members, maintaining quality of life at a level to attract qualified men and women to the Marine Corps and retain them.
2. Demonstrate concern for members and their families to enhance morale and commitment to the Marine Corps.
3. Provide a level of support that allows members to concentrate on their work/mission and availability for deployment.
4. Provide educational opportunities that lead to personal satisfaction, maximization of individual contributions, and maintenance of the expertise required for Marines in the future.
5. Make available the skills and tools to facilitate personal relationships, minimize the stresses of military life, and help members reduce tensions between military and family roles.
6. Help to assure the health and safety of Marines and their families.
7. Increase family satisfaction with and adaptation to the military life style.

## **Questionnaire Development**

The core items for all questionnaires were designed to measure program impact. Individual questionnaires that were designed for each program included in the assessment were all quite similar in order to provide consistent measures across programs. Any differences among the questionnaires were associated with variation in the underlying rationale for specific programs. That is, the wording of items in a questionnaire was derived from the “reasons for being” most closely associated with that particular program.

Thus, based on their experiences, participants were asked to indicate the impact that a program had on some or all of the following:

- ◆ Quality of Life
- ◆ Ability to concentrate on work and military duties
- ◆ Health and safety of member or family
- ◆ Satisfaction with and adaptation to military life
- ◆ Skills to facilitate personal relationships or minimize stress
- ◆ Reduction of tensions between military and family roles
- ◆ Perceptions of USMC concern for members and families

- ◆ Education for personal satisfaction and/or to maximize individuals' contributions to the Marine Corps

Other items, as appropriate to a particular program, measured intermediate or process outcomes such as frequency of use, etc. Copies of the individual program questionnaires are provided in Appendix A.

## Programs Included

A total of 19 programs were included in the initial program assessment, each with multiple components. Components represent different modes of delivery (e.g., Child Development Centers and Family Home Child Care), or may indicate preventative versus treatment approaches to potential problems (i.e., Substance Abuse Education vs. Substance Abuse Treatment). The programs are listed below in Table 1.

**Table 1**  
**USMC QOL Programs Included in the Project**

Child Care Program
Counseling Program (non-(Family Advocacy Parogram)FAP)
Deployment Support Program
Exceptional Family Member Program
Family Advocacy Program
Family Member Employment Assistance Program
Financial Management Program
Food and Hospitality Program
Library Program
Marriage Enrichment Program
Physical Fitness Program
Recreation Programs I (Bowling Centers and Golf Courses)
Recreation Programs II (Recreation Centers and Marine Lounges)
Recreation Programs III (Auto Hobby Shops, IT&T, Outdoor Recreation)
Relocation Assistance Program
Retail Operations
Substance Abuse Program
Voluntary Education Program
Youth and Teen Program

Comparative analyses therefore may contrast programs with similar underlying “reasons for being” or goals, or may be used to examine the effectiveness of different delivery components within a single program. Providing such analytical flexibility helps to assure that the data will be useful at varying levels of organizational responsibility.

## Data Collection

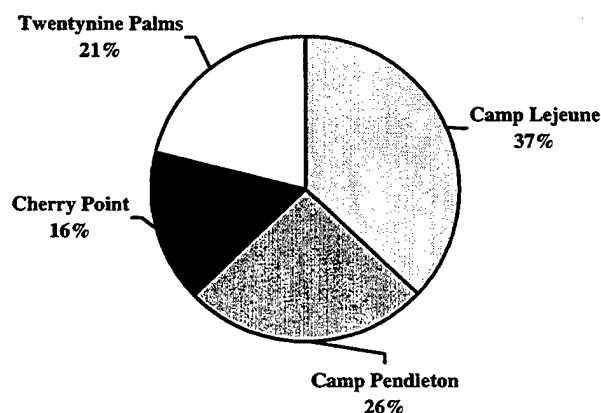
Unlike surveys distributed to a random sample of the general population, the program assessment questionnaires are administered to program participants only—the population having

timely, first-hand knowledge of how a program affects their lives. Brief, single-page questionnaires were completed at the point of service, thus eliminating the expense of mail-out data collection and helping to assure an adequate response rate.

In addition to the subjective data obtained from program users, the assessment design called for the inclusion of objective program data. At a minimum, those measures should include program inputs, such as funding and staffing levels, and immediate outcome variables such as utilization by program component. It was anticipated that objective data would be available from current program records.

## Participants

Data collection was conducted during a three-week period in the fourth quarter of FY98. Four installations were selected by the Marine Corps for this initial implementation: Marine Corps Base (MCB) Camp Pendleton, MCB Camp Lejeune, Marine Corps Air Station (MCAS) Cherry Point, and Marine Corps Air Group (MCAGCC) Twentynine Palms. A total of 6,964 questionnaires were obtained, distributed among the four sites as indicated in Figure 1. For a further breakdown by program and installation, please see Appendix B.



**Figure 1. Distribution of survey respondents by sites**

## **Procedure**

In a series of site visits, researchers met with program staff at all four installations to establish procedures whereby program staff would distribute and collect questionnaires at their facilities. The details of procedures (e.g., which staff member is responsible, the proportion of patrons to be asked to complete questionnaires, and at what point during a patron's visit to the facility, etc.), vary somewhat from program to program. These meetings were also used to explore the availability and formats of objective data currently compiled by each of the programs.

## **Results**

Three types of results are presented in this section of the report. The first looks at how program participants perceive the impact of individual programs on mission facilitating outcomes. Individual program summaries are followed by comparative analyses across programs on common impact measures, and then by a review of the current state of objective variables with their variation from program to program.

### **Results for Individual Programs**

When reviewing the following results, readers should keep in mind that the data upon which they are based represent very small samples for many of the individual programs, as well as an abbreviated data collection period. These small numbers serve to limit the kinds of analyses that could be performed, levels of significance achieved, and confidence that the data are representative of the entire population of program users. Therefore, the majority of results presented for the individual programs are in the form of frequencies and response patterns for the core impact items. Differences among sites and/or components within a program that tended not to reach meaningful significance levels with these limited data should be revealing with larger samples and collection over time.

#### **Child Care Program**

Three components of the Child Care Program, representing different delivery modes, are included in the data. These are Child Development Centers (CDC), Family Child Care (FCC) and Child Care Special Programs (CCSP). Child Development Centers accounted for about 70% of the program users.

A total of 541 child care program surveys were collected from all components at the four sites. Of the total number of respondents, 76% had one child enrolled, 21% had two children enrolled, and 3% had three or more children enrolled in the USMC child care program. Eighty-four percent used the child care programs because they work full-time and 11% work part time. An approximately equal number of active duty members and spouses of active duty members completed the questionnaires. Two-thirds of the respondents were living in military housing.

Users of the Child Care Program were asked how difficult it would be for them to find acceptable alternative child care if the USMC-sponsored program was not available. Table 2



summarizes responses to that item. Only a small percent (7%) reported that it would be fairly easy to place their children in alternate programs.

**Table 2**  
**Difficulty in Finding Alternate Child Care by Program Component**

	<u>Program Component</u>		
	<u>CDC</u>	<u>FCC</u>	<u>CCSP</u>
Extremely Difficult to find alternative	37.5% (144)	26.1% (24)	41.9% (13)
Other programs are not affordable	17.2% (66)	21.7% (20)	19.4% (6)
I would worry about my child's safety in an alternate program	23.4% (90)	34.8% (32)	12.9% (4)
Other programs lack the developmental advantages of this program	14.3% (55)	13.0% (12)	9.7% (3)
Fairly easy; I know of several good programs	7.6% (29)	4.3% (4)	3.2% (1)

Note: Number of respondents are shown in parenthesis

Their responses on the alternate care item seem to indicate that these respondents have confidence in the developmental and safety aspects of child care provided by the Marine Corps. This is confirmed by responses on the core item asking if respondents felt able to concentrate on their job/duties without worrying about their children enrolled in these programs.

Core items in the questionnaire were those that measure impact and that are consistent across all the programs in the assessment (although precise wording may vary somewhat). Impact items measuring users' perceptions of the Child Care Program dealt with the extent to which the program contributed to the following:

- Respondent's QOL
- Satisfaction with military life
- Health and safety of member or family

A final impact item used here and throughout asks users if they agree that the program under consideration indicates concern on the part of the Marine Corps for members and their families.

There were no statistically significant differences on responses to the core items among the program components or among the four sites. Therefore, Table 3 presents combined results from all respondents completing the child care questionnaire. Over 90% agreed that child care programs showed USMC concern for members and their families. Similarly, over 90% indicated that the child care program allowed them to concentrate on duties (free of worry); and contributed "a great deal" or "quite a lot" to the health and safety of children, as well as quality of life. Concerning satisfaction with military life, more than 80% believed the program contributed a great deal or quite a lot.

**Table 3**  
**Responses to Impact Items for the Child Care Program**

	<u><b>A Great Deal</b></u>	<u><b>Quite a Lot</b></u>	<u><b>Somewhat</b></u>	<u><b>A Little</b></u>	<u><b>Not at All</b></u>
Contribution to Quality of Life	61.9% (351)	28.8% (154)	6.9% (37)	1.5% (8)	0.9% (5)
Contribution to family satisfaction with military life	46.2% (247)	35.9% (192)	14.2% (76)	0.9% (5)	2.8% (15)
Contribution to health and safety	63.2% (338)	31.2% (167)	3.9% (21)	0.7% (4)	0.9% (5)
	<u><b>Strongly Agree</b></u>	<u><b>Agree</b></u>	<u><b>Neither Agree nor Disagree</b></u>	<u><b>Disagree</b></u>	<u><b>Strongly Disagree</b></u>
Demonstrate USMC Concern	64.3% (344)	29.9% (160)	4.3% (23)	0.9% (5)	0.6% (3)
	<u><b>Never Worry</b></u>	<u><b>Seldom Worry</b></u>	<u><b>Frequently Worry</b></u>	<u><b>Always Worry</b></u>	
Concentrate on duties	61.1% (323)	35.9% (190)	0.8% (4)	2.3% (12)	

Note: Number of respondents in parenthesis

### **Counseling (non-FAP) Program**

Sixty-four patrons completed a counseling client questionnaire at one of the four installations, with the largest group from Camp Pendleton. Active duty Marines accounted for 56 percent of the respondents, and almost half of those had been referred by their commands. Fifty-six percent received individual counseling, 44% marriage counseling and 3% family counseling. Approximately 80% reported that this was the first time they had seen a Family Service Center counselor.

Typically, counseling clients are seen for three sessions at the Family Service Center (FSC), after which they are then referred out to community resources if additional counseling is indicated. This questionnaire was completed by clients at the end of their final session at the FSC. At that point, approximately 40% of these respondents stated their intention to continue counseling.

Given the small number of counseling clients available during this pilot test, few conclusions can be drawn about the overall impact of this program on the Marine Corps' mission. For most of these individuals, however, counseling was said to have had a positive effect at the personal level. Asked to what extent the counseling program helped with the problem that brought them there, the response of 84 % of the participants was "a great deal" or "quite a lot". Only one individual reported that counseling had not helped the problem very much.

Core impact items included in this questionnaire asked about the program's contribution to satisfaction with military life and to quality of life, and whether the program was perceived as showing concern for members and families. The distribution of responses to these items, combined from all four locations, is shown in Table 4.

**Table 4**  
**Responses to Impact Items for the Counseling Program**

	<u><b>A Great Deal</b></u>	<u><b>Quite a Lot</b></u>	<u><b>Somewhat</b></u>	<u><b>A Little</b></u>	<u><b>Not at All</b></u>
Contribution to Quality of Life	53.1% (34)	35.9% (23)	9.4% (6)	1.6% (1)	0.0% (0)
Contribution: satisfaction with military life	36.5% (23)	31.7% (20)	20.6% (13)	6.3% (4)	4.8% (3)
<hr/>					
	<u><b>Strongly Agree</b></u>	<u><b>Agree</b></u>	<u><b>Neither Agree nor Disagree</b></u>	<u><b>Disagree</b></u>	<u><b>Strongly Disagree</b></u>
Demonstrate USMC Concern	66.1% (41)	24.2% (15)	6.5% (4)	1.6% (1)	1.6% (1)

Note: Number of respondents in parenthesis

Opinion was almost unanimous that the counseling program had contributed to quality of life for these participants, while 90 percent agreed that their respective counseling programs demonstrated Marine Corps concern for member and family. In general they were less positive about the impact on satisfaction with military life.

When asked if they thought that their personal relationships would change as a result of skills learned through counseling, two-thirds of the respondents indicated that their personal relations would greatly improve while the remaining 33% thought their personal relationships would improve somewhat.

### **Deployment Support Program**

Three different program components are offered under the auspices of the Deployment Support Program. These are pre-deployment seminars or briefings, mid-deployment assistance initiatives, and the Return & Reunion programs. Because both the questionnaire and the population are different for the mid-deployment component than for the other two components, it will be discussed separately after the results of the main questionnaire are presented.

Three hundred and fifty-two individuals completed the principal deployment support questionnaire, with the largest number from Camp Lejeune. Seventy-nine percent of the respondents were active duty Marines. The current deployment was the first deployment for 27% of the sample.

The impact items for this program were: contribution to QOL, satisfaction with military lifestyle, and perceptions of whether this program is one way the USMC shows its concern for members and families. In addition, respondents were asked the extent to which this program was a help with the stress accompanying family separation, and also if their personal relationships would change as a result of skills that they had acquired through participation in the program.

Responses to the impact items are presented in Table 5, which shows that the participants did not feel that the Deployment Support Program had a very significant impact on their quality of life. The most popular response to the QOL question was that the program contributed "somewhat" to quality of life. The same was true for the item asking how much the program contributed to respondents' satisfaction with military life, and on both items, approximately 20%

of the respondents selected the most negative response of no contribution at all. On the other hand, 78% agreed or strongly agreed that the program shows the Marine Corps' concern for members and their families.

**Table 5**  
**Responses to Impact Items for the Deployment Support Program**

	<u><b>A Great Deal</b></u>	<u><b>Quite a Lot</b></u>	<u><b>Somewhat</b></u>	<u><b>A Little</b></u>	<u><b>Not at All</b></u>
Contribution to Quality of Life	13.7% (46)	18.5% (62)	34.5% (116)	22% (41)	21.1% (71)
Contribution to satisfaction with military life style	15.4% (52)	25.5% (86)	29.4% (99)	10.4% (35)	19.3% (65)
	<u><b>Strongly Agree</b></u>	<u><b>Agree</b></u>	<u><b>Neither Agree nor Disagree</b></u>	<u><b>Disagree</b></u>	<u><b>Strongly Disagree</b></u>
Demonstrate USMC Concern	36.0% (123)	42.1% (144)	18.1% (62)	0.6% (2)	3.2% (11)

Note: Number of respondents in parenthesis

Two additional items in the questionnaire were related to program outcomes of a more personal, rather than organizational, impact. Respondents were asked if the deployment program had helped them cope with the stress of family separation, and also if they felt that their family relationships would improve because of skills learned by participation in the program. The most popular responses were the neutral ones in both cases. They tended to say that the program had "helped somewhat" in coping with stress and that relationships would remain about the same. The distribution of responses is shown in Table 6.

**Table 6**  
**Responses to Personal Impact Items by Deployment Support Participants**

	<u><b>Helped Greatly</b></u>	<u><b>Helped Quite a Lot</b></u>	<u><b>Helped Somewhat</b></u>	<u><b>Not Much Help</b></u>	<u><b>No Help At All</b></u>
Stress of family separations	15.8% (52)	21.0% (69)	35.3% (116)	13.1% (43)	14.9% (49)
	<u><b>Greatly Improved</b></u>	<u><b>Improved Somewhat</b></u>	<u><b>Remain The Same</b></u>	<u><b>Become Somewhat Less Positive</b></u>	<u><b>Become a Lot Worse</b></u>
Personal relationship skills	13.7% (45)	30.7% (101)	52.0% (171)	1.8% (6)	1.8% (6)

Note: Number of respondents in parenthesis

Responses on the Deployment Support Program questionnaire revealed statistically significant differences in the assessment of the program impact across sites. Table 7 presents the means for the impact items for each site. As can be seen the users of the program at Twentynine Palms were, overall, most favorable in their ratings of the Deployment Support program; Camp Lejeune and Cherry Point were least favorable in their ratings.

**Table 7**  
**Mean Ratings for Deployment Support Impact Items Across Sites**

	<u>Camp Lejeune</u>	<u>Camp Pendleton</u>	<u>Cherry Point</u>	<u>Twentynine Palms</u>
Contribution to QOL	2.77	3.23	2.60	4.06
Satisfaction with military life	2.85	3.44	2.92	4.69
Demonstrate USMC concern	3.88	4.31	4.12	4.06
Helps cope with stress	2.95	3.44	2.78	4.17

Scale: 5 indicates most positive, 1 indicates most negative.

In sum, according to the judgement of the active duty marines and spouses who completed the survey, the deployment support program plays a moderate role in achievement of satisfaction with military life and quality of life. Assessment of the program was most positive for respondents from Twentynine Palms.

#### **Mid-Deployment Spousal Support**

Ninety- four spouses of active duty marines completed a questionnaire designed for the mid-deployment component of the program. There were no participants at Camp Pendleton. Forty-six percent resided in base housing and, for 19% of the respondents, this was the first deployment of their marriage.

Eighteen percent of the respondents reported that they had received help from FSC in dealing with practical problems and 6% with emotional problems during the deployment period.

Standard impact items included in this questionnaire asked about the program's contribution to QOL and satisfaction with military, and whether the program demonstrated the concern of the Marine Corps for members and families. In addition, an item was included to assess how the program might have changed respondents' feelings about the sense of community and mutual support at the installation.

The reactions of spouses of deployed Marines to items dealing with the impact of the program are presented in Table 8, which shows that 87% of the sample agreed that the Mid-Deployment program is evidence of Marine Corps' concern for members and their families. In addition, 50% reported that the program contributed a good deal to their satisfaction with military life, however, 26% stated that it contributed little or not at all. A similar pattern of responses was obtained for their assessment of the deployment program's contribution to quality of life. Finally, fifty-three percent felt that the sense of community and mutual support at the installation changed positively as a result of the Deployment Support program whereas 44% indicated there was no change.

**Table 8**  
**Responses to Impact Items for the Mid-Deployment Support Program**

	<u>A Great Deal</u>	<u>Quite a Lot</u>	<u>Somewhat</u>	<u>A Little</u>	<u>Not at All</u>
Contribution to QOL	12.9% (12)	23.7% (22)	28.0% (26)	16.1% (15)	19.4% (18)
Contribution -satisfaction with military life	20.2% (19)	28.7% (27)	26.6% (25)	12.8% (12)	11.7% (11)
<hr/>					
	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neither Agree nor Disagree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
Demonstrate USMC Concern	47.4% (45)	40.0% (38)	8.4% (8)	2.1% (2)	2.1% (2)
<hr/>					
	<u>Much More Positive</u>	<u>More Positive</u>	<u>The Same</u>	<u>More Negative</u>	<u>Much More Negative</u>
Sense of Community	26.4% (24)	26.4% (24)	44.0% (40)	2.2% (2)	1.1% (1)

.Note: Number of respondents in parenthesis

A statistically significant difference between sites was obtained concerning the extent to which the Mid-Deployment Support program contributes to quality of life. The respondents from Twentynine Palms were most positive (Mean = 3.80, based on a 5 point scale with a value of 5 as most positive) followed by those from Camp Lejeune (Mean = 2.96). Respondents from Cherry Point were the least positive regarding the contribution of Mid-Deployment program to their quality of life (Mean = 2.29).

Overall, the judgments of spouses of active duty marines who completed the questionnaire indicated that the mid-deployment program had a moderate impact on such areas as quality of life, satisfaction with military life style, and the support provided by the installation. Assessment of the program's contribution to quality of life was most positive for respondents from Twentynine Palms

### **Exceptional Family Member Program (EFM)**

A total of 105 Exceptional Family Member (EFM) questionnaires were obtained over a two-week period, with the greatest number of respondents at Camp Lejeune. Sixty-eight percent of respondents completing the questionnaire were active duty Marines. In two-thirds of the cases, it was a child who was the exceptional member of the family and for the remaining 33%, it was the spouse who was covered by the EFM program.

Core impact items included in this questionnaire assessed program contribution to QOL and whether the program was viewed as evidence of USMC concern for members and families. In items specifically related to impact on performance and retention, the questionnaire asked if the program increased the member's ability to concentrate on military duties and also if the availability of the program influenced retention decisions.

Participants' responses to items dealing with the impact of the EFM program are presented in Table 9. There were no statistically significant differences in response to the impact items across

sites, therefore the results summed over the four sites are presented. Eighty-six percent agreed that the program exhibited Marine Corps' concern for members and their families. Three-fourths of the sample felt that the program helped members to focus on their military duties to some extent at least, and a similar number indicated that the availability of the EFM program influences their retention decisions. A majority also indicated that the program contributed to their quality of life.

There was a highly significant correlation ( $r = .61, p < .001$ ) between the program's impact on quality of life and on retention decisions, providing additional support for that relationship.

**Table 9**  
**Responses to Impact Items for the Exceptional Family Member Program**

	<u>A Great Deal</u>	<u>Quite a Lot</u>	<u>Somewhat</u>	<u>A Little</u>	<u>Not at All</u>
Contribution to QOL	26.9% (28)	33.7% (35)	20.2% (21)	7.7% (8)	11.5% (12)
Influence on retention decision	27.9% (29)	26.9% (28)	21.2% (22)	2.9% (3)	21.2% (22)
Ability to focus on duties	34.6% (36)	29.8% (31)	15.4% (16)	7.7% (8)	12.5% (13)
	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neither Agree nor Disagree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
Demonstrate USMC Concern	53.8% (56)	32.7% (34)	10.6% (11)	1.0% (1)	1.9% (1)

Note: Number of respondents in parenthesis

In addition, respondents were also asked if the EFM program helped them to cope with conflicting demands of their family and military roles. The distribution of responses was similar to other impact items, with a majority answering positively.

Overall the judgments of active duty Marines and spouses who assessed the EFM program were generally favorable. A large majority indicated that the EFM program has some positive impact on their ability to cope with conflicting military/family roles, ability to focus on military duties, and contribution to their perceived quality of life.

### **Family Advocacy Program (FAP)**

The 123 Family Advocacy Program (FAP) questionnaires obtained represent three components of the program. Forty-three questionnaire respondents (35%) were involved in the counseling component, 55 (44.7%) were enrolled in workshops or seminars, and 8 (6.5%) were participating in the New Parent Support Program (NPSP) *only*. (Twenty-seven people were participating in NPSP and some other component). Eighty-four percent of the questionnaire respondents were active duty Marines, while 64% of the sample lived on base.

Of the total number of participants, 50 (41%) said that they were involved in the program because of a "reported incident" and a further 23% said that they were participating as result of a command referral.

Consistent with the other programs, the principal impact item on this questionnaire asks how much FAP contributes to QOL in the Marine Corps. The other impact items were those thought to be most appropriate for this program. These included the extent to which the program helped participants cope with stress in appropriate ways and to cope with tensions between family and military roles. Other items asked about program effect on health and safety of Marines and family members, as well as its effect on their personal relationships.

There were no statistically significant differences in responses across the four sites. On the basis of the results presented in Table 10, it can be concluded that the FAP program has had a positive impact. Seventy-seven percent agreed that the program helps them cope with tensions emanating from conflicting military and family roles, and 79% believed that the skills learned in the program improved their personal relationships. A large proportion also felt that the program helped them cope with stress in appropriate ways, had a positive effect on the health and safety of their families, and contributed to their quality of life.

**Table 10**  
**Responses to Impact Items for the Family Advocacy Program**

	<u><b>A Great Deal</b></u>	<u><b>Quite a Lot</b></u>	<u><b>Somewhat</b></u>	<u><b>A Little</b></u>	<u><b>Not at All</b></u>
Contribution To QOL	24.0% (29)	30.6% (37)	24.8% (30)	11.6% (14)	9.1% (11)
Contribution to health & safety	36.6% (45)	34.1% (42)	22.8% (28)	4.1% (5)	2.4% (3)
Better able to cope with stress	26.8% (33)	33.3% (41)	26.0% (32)	8.9% (11)	4.9% (6)
	<u><b>Strongly Agree</b></u>	<u><b>Agree</b></u>	<u><b>Neither Agree nor Disagree</b></u>	<u><b>Disagree</b></u>	<u><b>Strongly Disagree</b></u>
Learned skills to manage tensions	38.2% (47)	39.0% (48)	20.3% (25)	1.6% (2)	0.8% (1)
	<u><b>Greatly Improved</b></u>	<u><b>Improved Somewhat</b></u>	<u><b>Remained the Same</b></u>	<u><b>Somewhat Worse</b></u>	<u><b>A Lot Worse</b></u>
Relationship skills	32.8% (40)	45.9% (56)	20.5% (25)	0.0% (0)	0.8% (1)

Note: Number of respondents in parenthesis

There were 35 individuals who reported that they were participating in the New Parent Support Program (NPSP), 27 of whom were also participating in other components of the program. These respondents were asked if they felt more confident about their parenting skills after participating in the program. Forty-three new parents now said that they felt extremely confident about their skills as a result of the program. An equal number said that they felt at least somewhat confident, while 14% still did not feel confident at all.

Overall the impact assessments of the Family Advocacy Program by the active duty Marines and spouses participating were generally favorable. A large majority indicated that FAP had some positive impact on their ability to cope with tensions, the health and safety of Marines and their families, and made a contribution to their quality of life.



## Family Member Employment Assistance Program

Unlike most of the programs included in the assessment, this support program is directed toward family members rather than the active-duty member. A total of 174 participants completed the Family Member Employment Assistance questionnaire while the pilot test was being conducted. Of these, 92% were spouses of active duty members. The greatest number of questionnaires was obtained from Camp Lejeune. (For the distribution across all sites see Appendix B).

The program offers participants assistance via a variety of strategies, ranging from job referrals to job-ready workshops, depending upon the individual's previous employment history and current goals. Table 11 shows the distribution of the sample on the basis of their current employment goals.

**Table 11**

### Reasons for Using Family Member Employment Assistance Program

*Which of the following best describes your situation?*

Seeking first job	10.2% (17)
Re-enter job market (unemployed)	29.5% (49)
Re-enter job market (PCS move)	24.7% (41)
Seeking new job (in same field)	13.3% (22)
Upgrade skills (for new job field)	12.0% (20)
Other	10.2% (17)

Note: Number of respondents in parenthesis

The immediate outcomes of the program were assessed by asking about improvements made in job skills and if participants now felt their chances of obtaining the sort of job they wanted had improved. Less than 9% of the sample failed to see improvement in their job skills. In addition, 91% of respondents believed that their chances of getting the type of job they were seeking were now better.

Measures included in the participant questionnaire to assess impact were those asking about program contribution to QOL and satisfaction with military life, as well as the contribution to the family's financial well-being. The questionnaire also asked about perceived USMC concern for members and families, and how the program might affect reenlistment decisions.

Overall, 91% of the questionnaire respondents agreed that employment assistance program was one way the Marine Corps shows its concern for members and families. Over 90% of the respondents felt that the program would contribute to their financial well being, satisfaction with military life, and quality of life. A significant majority (83%) reported that the ability of the spouse to obtain employment has from "some impact" to a "great impact" on the retention decisions of their military sponsor. These opinions are summarized in Table 12. There was a small, but statistically significant ( $r = .25$ ,  $p < .01$ ), positive correlation between the program's impact on quality of life and retention decisions.

**Table 12**  
**Responses to the Impact Items for the Employment Assistance Program**

	<u>A Great Deal</u>	<u>Quite a Lot</u>	<u>Somewhat</u>	<u>A Little</u>	<u>Not at All</u>
Contribution to Quality of Life*	39.4% (65)	40.8% (71)	12.6 (22)	2..9% (5)	1..1% (2)
Contribution to satisfaction w military life	32.9% (54)	37.2% (62)	23.8% (39)	3.0% (5)	3.0% (5)
Anticipated impact on financial well-being	40.9% (67)	37.8% (62)	16.5% (27)	1.8% (3) 2..9% (5)	
	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neither Agree nor Disagree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
Demonstrate USMC concern	62.0% (105)	28.7% (50)	6.9% (12)	1.1% (2)	0.0% (0)
	<u>Significant Impact</u>	<u>Considerable Impact</u>	<u>Some Impact</u>	<u>Very Little Impact</u>	<u>No Impact</u>
Sponsors retention decision	25.3.0% (42)	27.7% (46)	30.1% (50)	5.2% (9)	10.9% (19)

Note: Number of respondents in parenthesis

Overall the judgments of active duty Marines and spouses concerning the Family Member Employment Assistance Program were generally positive. A large majority indicated that the Family Member Employment Assistance program contributes to their satisfaction with military life style and quality of life in general, and has an anticipated impact on family finances. On the basis of the responses it can be concluded that the program for employment assistance for member spouses is of significant help to Marines and family members who used this program.

### **Financial Management Program**

Participants in the Financial Management Program completed a total of 232 questionnaires at Camp Pendleton, Camp Lejeune, and Twentynine Palms. No questionnaires were collected at Cherry Point. Eighty-nine percent of the respondents were active-duty Marines, a substantial number of whom (n=88) had learned of the program through a command referral.

Program components include briefings, workshops or seminars, and individual counseling. While 28% of the sample had been counseling clients, the majority said that they had attended program components offered to groups. These seminar and workshop participants were asked how relevant the content was to their individual situations. Responses were overwhelmingly positive, with 89% feeling that the sessions were either "extremely relevant" or "quite relevant" to their concerns.

Reasons for participating in the program varied from needing help in managing their finances, to wanting to learn more about investment opportunities, or planning for retirement. The most frequent reasons given were help with finances and learning about investments.

The questionnaire contained two additional items about the program's intermediate impact. First, participants were asked if they believed that their financial situation would improve as a

result of the program and, second, how much they intended to change their financial behavior. Responses to both items were similar, with about 60% saying that they anticipated that their finances would improve and their behavior would change either “a great deal” or “quite a lot”.

Measures of ultimate impact included in the questionnaire were program contribution to QOL and to satisfaction with military life, as well as perceptions of effects on stress and ability to concentrate on duties. Table 13 details results across sites, showing that 89% agreed that the program enabled them to concentrate more on their military duties. Approximately two-thirds expected that the program will ultimately have a considerable impact on satisfaction with military life. A similar percentage felt that the program contributed quite a lot to their quality of life.

**Table 13**  
**Responses to Impact Items for the Financial Management Program**

	<u><b>A Great Deal</b></u>	<u><b>Quite a Lot</b></u>	<u><b>Somewhat</b></u>	<u><b>A Little</b></u>	<u><b>Not at All</b></u>
Contribution to Quality of Life	33.5% (78)	36.1% (84)	24.0% (56)	3.4% (8)	3.0% (7)
Reduce stress	21.5% (50)	28.3% (66)	29.2% (68)	6.9% (16)	14.2% (33)
	<u><b>Strongly Agree</b></u>	<u><b>Agree</b></u>	<u><b>Neither Agree nor Disagree</b></u>	<u><b>Disagree</b></u>	<u><b>Strongly Disagree</b></u>
Improve concentration on duties	53.0% (124)	36.3% (85)	8.1% (19)	1.7% (4)	0.9% (2)
	<u><b>Significant Impact</b></u>	<u><b>Considerable Impact</b></u>	<u><b>Some Impact</b></u>	<u><b>Very Little Impact</b></u>	<u><b>No Impact</b></u>
Impact on satisfaction with military life	29.9% (70)	31.2% (73)	23.1% (54)	8.1% (19)	7.7% (18)

Note: Number of respondents in parenthesis

Overall the judgments of active duty Marines and spouses regarding the Financial Management Program were quite favorable. A large majority indicated that the program enabled them to: concentrate on their duties, exert more control over their finances, and minimize finance-related stress, as well as contributing to their satisfaction with military life and quality of life in general.

### **Food and Hospitality Program**

The Food and Hospitality Program consists of three major components: clubs, snack bars and restaurants, and temporary lodging facilities. The first two utilized a common questionnaire for data collection, but the hospitality component (temporary lodging facilities) required a separate instrument. Therefore, the discussion of results will follow this same division.

#### **Snack Bars, Clubs, and Restaurants**

A total of 447 questionnaires assessing the Food components of the program were collected from patrons at the four designated sites. The percentage of questionnaires obtained from each of the sites can be found in Appendix B. Seventy-eight percent of the questionnaires were

completed by active duty Marines and 4% by their spouses, with the remaining respondents being either members or spouses of other services or others. Fifty-two percent of respondents lived in base housing and 45% in civilian housing.

Respondents were asked to designate at which type of establishment they were completing the questionnaire. Represented in the response options are a restaurant, two snack bars, and a variety of clubs. (as well as an "other" option.) The number and percentage of questionnaires completed from the various food establishments are presented in Table 14. The relatively high percentage selecting the "other" option probably reflects a combination of fast-food facilities that would vary according to site. Otherwise, the sample was distributed across the various facilities in roughly even numbers, although the golf-course snack bar and Consolidated Club were somewhat under represented, as the table shows.

**Table 14**  
**Respondent Distribution by Type of Food and Hospitality Establishment**

Restaurant	11.5% (50)
Enlisted Club	13.9% (60)
SNCO Club	12.0% (52)
Officers Club	12.7% (55)
Consolidated Club	7.4% (32)
Snack Bar/ Bowling Center	11.3% (49)
Snack Bar / Golf Course	4.4% (19)
Other	26.8% (116)

Note: Number of respondents in parenthesis

Asked how often they visited the particular establishment at which they filled out the questionnaire, over 50% said that they were usually there several times a week. Respondents also said that the time of day they most often patronized the facility was at lunch, and that they tended to visit the on-base establishments more often than similar facilities in the community (49% vs. 23%).

Patrons generally gave several reasons for coming to these establishments (see Table 15). The most frequent reason given was convenience, but they also came to these establishments because they felt comfortable there and found the food to be good

**Table 15**  
**Reasons for Patronage at Food Establishments**

It's convenient	74.9% (335)
It costs less	23.3% (104)
It's quick	33.8% (151)
It's familiar	23.7% (106)
It's a sociable place	35.1% (157)
The food is good	37.8% (169)
I feel comfortable there	43.6% (195)

Note: Respondents could select more than one reason; number of respondents in parenthesis

The results presented in Table 16 indicate how patrons responded to impact items on this questionnaire. (The core impact items were contribution to QOL, contribution to family satisfaction with military life, and perceptions of the program as showing Marine Corps concern for members and families.) Seventy-seven percent reported that dining and club establishments

provided as part of the Food and Hospitality Program contribute to quality of life in the Marine Corps. Similarly, 66% said that they contribute “quite a lot” to “a great deal” to family satisfaction with military life. Eighty-three percent agreed that the Food and Hospitality program is one way the Marine Corps shows concern for members and their families.

**Table 16**  
**Responses to Food and Hospitality Program Impact Items for Food Establishments**

	<u><b>A Great Deal</b></u>	<u><b>Quite a Lot</b></u>	<u><b>Somewhat</b></u>	<u><b>A Little</b></u>	<u><b>Not at All</b></u>
Contribution to Quality of Life*	46.2% (204)	30.8% (136)	17.4% (77)	4.5% (20)	1.1% (5)
Contribution to family satisfaction with military life	33.1% (145)	30.1% (132)	24.7% (108)	8.2% (36)	3.9% (17)
<hr/>					
	<u><b>Strongly Agree</b></u>	<u><b>Agree</b></u>	<u><b>Neither Agree nor Disagree</b></u>	<u><b>Disagree</b></u>	<u><b>Strongly Disagree</b></u>
Demonstrate USMC concern for members & families	53.0% (124)	36.3% (85)	8.1% (19)	1.7% (4)	0.9% (2)

Note: Number of respondents in parenthesis

### **Temporary Lodging Facilities**

The second aspect of the program was assessed at temporary lodging facilities at Twentynine Palms and Camp Pendleton. A total of 91 patron questionnaires were collected from the two sites. Seventy-seven percent of the sample were active duty Marines, about 60% of whom were at the facility because of a PCS move to the installation or temporary additional duty (TAD).

Patrons completed the assessment questionnaires at the time of checkout, at which time approximately 80% reported their stay at the facility had been for one week or less. The primary reasons the respondents chose to stay in the temporary lodging facility while waiting for housing assignments were because the facility was more affordable and more convenient. A few respondents, however, said that it was because they felt less isolated and more welcomed at a military facility.

The very positive responses on four impact items are shown in Table 17. The results indicate that the patrons are strongly positive in their assessment of the temporary lodging facilities. Over 90% of the sample felt that such facilities contribute to quality of life in the Marine Corps and to family satisfaction with military life either “quite a lot” or “a great deal”. Ninety-two percent and 96%, respectively, agree that temporary lodging facilities reduce the stress of frequent relocations and show concern for Marines and their families.

**Table 17**  
**Responses to Food and Hospitality Program Impact Items**  
**for Temporary Lodging Facilities**

	<u>A Great Deal</u>	<u>Quite a Lot</u>	<u>Somewhat</u>	<u>A Little</u>	<u>Not at All</u>
Contribution to Quality of Life	58.2% (53)	36.3% (33)	5.5% (5)	0.0% (0)	0.0% (0)
Contribution to family satisfaction with military life	64.8% (59)	30.8% (28)	4.4% (4)	0.0% (0)	0.0% (0)
<hr/>					
	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neither Agree nor Disagree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
Demonstrate USMC concern for members & families	58.9% (53)	36.7% (33)	4.4% (4)	0.0% (0)	0.0% (0)
Reduces relocation stress	65.6% (59)	26.7% (24)	7.8% (7)	0.0% (0)	0.0% (0)

Note: Number of respondents in parenthesis

### Library Program

A total of 406 Library Program questionnaires were collected from patrons at the four designated sites. Sixty-four percent of the users responding were active duty Marines, while 22% were spouses of active duty Marines.

The base libraries are used for a variety of purposes, but most frequently for leisure reading materials. As reported in Table 18, other important uses were for educational materials, computer access, and as a quiet place to study. When asked how successful they were in obtaining the materials or information they needed at their base library, 50% of the users reported that they were almost always successful and another 36% reported that they were more successful than not, while only 2% experienced little or no success.

**Table 18**  
**Respondent Reasons for Using the Base Library**

Leisure reading materials	81.8% (332)
Materials relevant to your Voluntary Education. program	37.2% (151)
Materials relevant to your MOS	17.0% (69)
Computer Access	30.8% (125)
CDs and video tapes	20.0% (81)
Children's literature and/or programs	27.6% (112)
Inter-library loans	4.9% (20)
As a quiet place to study	26.1% (106)
Other	19.5% (79)

Notes: Respondents could select more than one response option  
Percentages in parenthesis

One hundred fifty-seven of the responding users stated that they had children of school age; 112 reported that they use the base library for children's literature and programs. Responses

indicated that the USMC library is used more frequently than community libraries by many of those who live in the community, as well as by those in base housing.

At the level of intermediate outcomes, library users completing questionnaires during the pilot test period were asked about the contribution made by their base library to their educational programs (if any) and their leisure enjoyment. The predominantly positive responses to these items are presented in Table 19 showing that the majority felt that the library made a "significant" or "considerable" contribution in these areas. In addition, almost all respondents felt that the library program has a positive effect on morale and half of those thought the effect was "extremely positive". No statistically significant differences in responses across the sites were found, so it was appropriate to summarize results across all four sites for these and other outcome variables in the following tables.

**Table 19**  
**Contribution of Base Library to Education and Leisure**

	<u>Significant</u>	<u>Considerable</u>	<u>Some</u>	<u>Very Little</u>	<u>None</u>
Contribution to educational program	41.2% (166)	28.5% (115)	15.9% (64)	1.5% (6)	0.5% (2)
Contribution to leisure enjoyment	47.4% (191)	33.5% (135)	16.6 (67)	1.0% (4)	1.5% (6)

Note: Percentages in parenthesis

The results presented in Table 20 indicate that the patrons are strongly positive about the impact of the base libraries. Over 90% reported that such facilities contribute to quality of life in the Marine Corps, while 83% feel that it contributes "quite a lot" to "a great deal" to family satisfaction with military life. Ninety-seven percent agreed that providing libraries is one way the Marine Corps shows concern for members and their families.

**Table 20**  
**Responses to Impact Items for the Library Program**

	<u>A Great Deal</u>	<u>Quite a Lot</u>	<u>Somewhat</u>	<u>A Little</u>	<u>Not at All</u>
Contribution to Quality of Life	53.2% (214)	37.3% (150)	7.2% (29)	1.7% (7)	0.5% (2)
Contribution to family satisfaction with military life	44.9% (169)	37.8% (151)	14.8% (59)	1.8% (7)	0.8% (3)

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	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neither Agree nor Disagree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
Demonstrate USMC concern for members & families	74.7% (301)	22.6% (91)	2.5% (10)	0.0% (0)	0.2% (1)

Note: Number of respondents in parenthesis

Overall, the questionnaire respondents' assessment of the Library Program is quite favorable. The results clearly indicate that these programs are beneficial to the career development and personal enjoyment of the individual Marine and family members.

## Marriage Enrichment Program

Assessment questionnaires for the Marriage Enrichment Program were collected at all four designated sites from a total of 99 respondents. Fifty-three percent of the respondents were active duty Marines and another 27% were spouses of active duty Marines. Among the program participants, 17% had been married less than one year, 48% had been married from one to five years, and 35% had been married more than five years.

As with other programs, to measure perceptions of impact, participants were asked about its contribution to quality of life and satisfaction with military life style. In addition, they were asked if the program had helped them cope with the stresses of military life and associated tensions between their military and family roles. They were further asked if they anticipated that their marital relationship would change as a result of skills learned through program participation.

Overall results for each of these items was positive (see Table 21). The most positive responses were given to the item regarding program help in managing the tensions between military and family demands. Three-fourth of the respondents believed that the skills learned in the program improved their personal relationships, and a large proportion also felt that the program contributed to their quality of life (53% said that the program contributed a great deal to QOL).

In summary, the reactions of active duty Marines and their spouses to the Marriage Enrichment program were generally positive. A large majority reported that the Marriage Enrichment program had a positive impact on their ability to cope with tensions, greater satisfaction with military life, improved relationship with their spouse, and contributed to their quality of life. Overall, the results suggest that the program has been of great benefit to the Marines and spouses who have participated in it.

**Table 21**  
**Responses to Impact Items for the Marriage Enrichment Program**

	<u><b>A Great Deal</b></u>	<u><b>Quite a Lot</b></u>	<u><b>Somewhat</b></u>	<u><b>A Little</b></u>	<u><b>Not at All</b></u>
Contribution to Quality of Life	52.5% (52)	26.3% (26)	18.2% (18)	1.0% (1)	2.0% (2)
Help cope with stress	39.8% (39)	29.6% (29)	27.6% (27)	2.0% (22)	1.0% (1)
	<u><b>Strongly Agree</b></u>	<u><b>Agree</b></u>	<u><b>Neither Agree nor Disagree</b></u>	<u><b>Disagree</b></u>	<u><b>Strongly Disagree</b></u>
Helps with tensions of family vs military	62.6% (62)	32.3% (32)	3.0% (3)	2.0% (2)	0.0% (0)
	<u><b>Greatly Improve</b></u>	<u><b>Improve Somewhat</b></u>	<u><b>The Same</b></u>	<u><b>Somewhat Worse</b></u>	<u><b>A Lot Worse</b></u>
Anticipated changes in relationship	49.0% (48)	39.8% (39)	10.2% (10)	0.0% (0)	1.0% (1)
	<u><b>Much More</b></u>	<u><b>Somewhat More</b></u>	<u><b>The Same</b></u>	<u><b>Less</b></u>	<u><b>Much Less</b></u>
Satisfaction with military life style	24.5% (24)	37.8% (37)	37.8% (37)	0.0% (0)	0.0% (0)

Note: Number of respondents in parenthesis



## Physical Fitness Program

A total of 792 Physical Fitness Program patron questionnaires were collected from the four sites, with the largest number from Camp Lejeune. Active duty Marines made up 88% of the respondents, and about two-thirds of the sample lived in base housing. Four components of the program were represented: gyms, fitness centers, intramural sports, and fitness classes. Table 22 shows the percentage of the sample participating in each of the four components and reflects that respondents could select more than one response option. It was common to find that people participated in more than one of the components.

**Table 22**  
**Components of USMC Physical Fitness Programs Used**

Gyms	84.0% (671)
Fitness Centers	67.6% (540)
Intramural Sports	37.8% (302)
Fitness Classes	16.9% (135)

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Note: Respondents marked all that applied  
Number of respondents in parenthesis

To investigate the popularity of Marine Corps facilities compared with similar community facilities, users of gyms and fitness centers were asked to state how often they used each type. A comparison of frequency of use of on- and off-base facilities is presented in Table 23, which shows that many more of the respondents patronize Marine Corps facilities. For example, approximately 58% of the respondents do not use community facilities while only 1% said that they do not use Marine Corps facilities. Almost half of the respondents reported daily use of on-base facilities.

**Table 23**  
**Frequency of Use of Community and On-Base Fitness Facilities**

	<u>Community</u> <u>Gyms and Fitness Centers</u>	<u>On-Base</u> <u>Gyms and Fitness Centers</u>
Daily	5.4% (43)	46.5% (370)
Several times a week	7.7% (61)	38.8% (309)
Several times a month	5.7% (45)	9.8% (78)
Once a month	3.9% (31)	1.9% (15)
Less than once a month	19.5% (155)	2.0% (16)
N/A	57.9% (461)	1.0% (8)

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Note: Number of respondents in parenthesis

The benefits of the Physical Fitness programs are supported by responses on the items measuring perceptions of both intermediate and ultimate impact. One basic goal of providing fitness programs is the anticipated effect on the health of members, in particular. In the opinion of the respondents such health benefits are present; 97% felt that the fitness programs offered by the Marine Corps have a significant or considerable impact on their health. Questionnaire responses also indicated that the activities and facilities of the physical fitness program have a positive effect on morale, with 88% reporting an "extremely positive" or "significant positive"

effect. Further, a large majority (89%) of the respondents see the provisions of the physical fitness program as an important aspect of their social lives

The usual measures of ultimate impact (demonstration of Marine Corps concern, contribution to quality of life, reduction of stress) were supplemented in this instance by an item asking if the physical fitness program makes a direct contribution to readiness. The generally positive responses to these items are summarized in Table 24.

**Table 24**  
**Responses to Impact Items for the Physical Fitness Program**

	<u>A Great Deal</u>	<u>Quite a Lot</u>	<u>Somewhat</u>	<u>A Little</u>	<u>Not at All</u>
Contribution to Quality of Life	56.5% (449)	32.2% (256)	9.6% (76)	1.1% (9)	0.6% (5)
	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neither Agree nor Disagree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
Helps to reduce stress	59.0% (470)	31.4% (250)	8.0% (64)	0.8% (6)	0.4% (3)
Demonstrates concern for members & families	60.4% (481)	31.2% (248)	6.8% (54)	0.9% (7)	0.8% (6)
	<u>Definitely Yes</u>	<u>Maybe Yes</u>	<u>No Opinion</u>	<u>Maybe Not</u>	<u>Definitely Not</u>
Direct contribution to readiness	73.9% (599)	19.8% (158)	5.1% (41)	0.8% (6)	0.4% (3)

### **Recreation Programs**

The Recreation Program provided by the Marine Corps includes multiple components designed to support the varied leisure interests of the members and families. The assessment is necessarily limited to those components that are to be found at most Marine Corps installations and do not include special initiatives implemented at a particular location. In order to minimize the number of questionnaires required for recreation programs, the components to be included were logically divided into three groups, each of which could utilize a single questionnaire.

#### **Area 1: Golf Courses and Bowling Centers**

The first recreation group included golf courses and bowling centers. A total of 411 questionnaires were collected from patrons at these facilities. Eighty-six percent of the patrons completing questionnaires were active duty Marines. Thirty-nine percent of the respondents completed the questionnaire at golf courses, 50% at bowling centers and 12% indicated "other". A comparison of the frequency of use of these recreation facilities on-base and similar ones in the community is found in Table 25, which shows that the majority of these participants use on-base facilities for their recreational pursuits much more frequently than they use those in the community.

**Table 25**  
**Frequency of Use of Community and On-Base Golf and Bowling Facilities**

	<u>Community Facility</u>	<u>On-Base Facility</u>
Several times a week	7.5% (31)	38.8% (162)
Once a week	6.5% (27)	21.8% (91)
Several times a month	11.8% (49)	17.5% (73)
Once a month	16.9% (70)	8.4% (35)
Less than once a month	57.3% (238)	13.6% (57)
N/A	57.9% (461)	1.0% (8)

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Note: Number of respondents in parenthesis

Respondents were asked to compare the quality of on-base facilities to the golf and bowling facilities in the community. According to the results presented in Table 26, the on-base facilities compared quite favorably: 49% rated on-base facilities somewhat or much better than those in the community, whereas 22% rated the community facilities as somewhat or much better. Twenty-nine percent thought that base and community facilities were about the same.

**Table 26**  
**Comparison of USMC Golf and Bowling Facilities with Community Alternatives**

Base Facilities Much Better	29.2% (119)
Base Facilities Somewhat Better	19.6% (80)
Base/Community Facilities the Same	29.2% (119)
Community Facilities Somewhat Better	15.4% (63)
Community Facilities Much Better	6.6% (27)

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Note: Number of respondents in parenthesis

Ninety percent of respondents completing a questionnaire at the golf course or bowling center said that those activities were an important part of their social lives. In a related finding, 83% thought that those program components had an extremely positive or significant positive effect on morale at the base where they were stationed.

To assess program impact, items about the effects on health, perceptions of Marine Corps concern for members and families, and contributions to quality of life and family satisfaction with military life were included in the patron questionnaire. Responses on those items are summarized in Table 27.

As the table shows, 84% of respondents thought that these program components contributed a great deal or quite a lot to quality of life in the Marine Corps, and approximately three-fourths felt that they made a similar contribution to family satisfaction with military life. A large percentage agreed that these recreation programs helped maintain the health of Marines and showed concern for members and families.

**Table 27**  
**Responses to Impact Items for Golf Courses and Bowling Centers**

	<u>A Great Deal</u>	<u>Quite a Lot</u>	<u>Somewhat</u>	<u>A Little</u>	<u>Not at All</u>
Contribution to Quality of Life	54.8% (227)	29.2% (121)	13.5% (56)	1.7% (7)	0.7% (3)
Contribution to family satisfaction with military life	42.5% (176)	35.3% (146)	19.1% (79)	1.9% (8)	1.2% (5)
	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neither Agree nor Disagree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
Helps to maintain health	46.3% (192)	38.3% (159)	13.0% (54)	2.2% (9)	0.2% (1)
Demonstrate USMC concern for members & families	58.4% (244)	34.2% (143)	6.2% (26)	0.7% (3)	0.5% (2)

Note: Number of respondents in parenthesis

## Area 2: Recreation Centers and Marine Lounges

For the second area of the Recreation Program, a total of 335 patron questionnaires were collected from recreation rooms and Marine Lounges at the four sites, although there were only 4 respondents from Camp Pendleton. (See Appendix B for the distribution by site). Eighty-four percent of the respondents were active duty Marines and a similar number resided in base housing. Two-thirds of the sample were reached at recreation rooms, one-third at Marine Lounges.

Over 60% reported that they visit these facilities at least several times a week while, at the other end of the distribution, 13% reported the frequency of their visits to be less than once a month. In a related item, patrons were also asked about the likelihood meeting a friend when visiting these facilities. Fifty-six percent of respondents reported that this would occur "fairly often".

When asked about the furnishings and/or leisure-activity equipment to be found in the rec rooms and lounges, mixed responses were received as shown by the ratings Table 28. It is interesting to note that approximately one-third of the respondents thought they were "terrific", while roughly another third thought the equipment and furnishings only "adequate". Almost all respondents who said that the equipment was less than adequate or terrible completed questionnaires at Twentynine Palms.

**Table 28**  
**Patron Ratings of Furnishings and/or Equipment for Leisure Activities in Recreation Rooms and Marine Lounges**

Terrific	32.4% (110)
Better than adequate	29.2% (99)
Adequate	30.4% (103)
Less than Adequate	6.5% (22)
Terrible	1.5% (5)

Note: Number of respondents in parenthesis

In the opinion of patrons completing the questionnaire, the recreation rooms and Marine lounges have a significant positive effect on morale at the installation. Positive responses on the impact items were also given, as shown in Table 29, although the strength of those responses was somewhat less than for other recreational components.

**Table 29**  
**Responses to Impact Items for Recreation Centers and Marine Lounges**

	<u>A Great Deal</u>	<u>Quite a Lot</u>	<u>Somewhat</u>	<u>A Little</u>	<u>Not at All</u>
Contribution to Quality of Life	28.5% (96)	42.1% (142)	22.6% (76)	5.3% (18)	1.5% (5)
Contribution to satisfaction with military life	25.0% (84)	36.0% (121)	26.2% (88)	8.9% (30)	3.9% (13)
	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neither Agree nor Disagree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
Demonstrate USMC concern for members & families	43.4% (147)	45.1% (153)	9.1% (31)	2.4% (8)	0.0% (0)

Note: Number of respondents in parenthesis

**Area 3: Auto Hobby Shop, Information, Tickets, and Tours Center (ITT), Outdoor Recreation Center, and Recreational Equipment Checkout**

The third and last questionnaire used to assess the Recreation Program was administered at the Auto Hobby Shop, the ITT Center, the Outdoor Recreation Center, and the Recreational Equipment Checkout at the four pilot-test sites. A total of 409 questionnaires were collected from patrons at these various facilities, with the largest numbers at the auto shop and the checkout for recreational equipment. Eighty-six percent of the questionnaires were completed by active duty Marines and 4% were completed by spouses of active duty Marines.

It can be seen in Table 30 how often the respondents said they frequent the program component where the questionnaire was completed. Across all four components, the largest percentage of respondents used these facilities "several time a year".

**Table 30**  
**Frequency of Use for Recreation III Program Components**

	<u>Auto Hobby</u>	<u>ITT</u>	<u>Outdoor Rec.</u>	<u>Check-out</u>
Several times a week	43 (10.5)	11 (2.7)	41 (10.0)	25 (6.1)
Once a week	23 (5.6)	14 (3.4)	31 (7.6)	26 (6.4)
Several times a month	34 (8.3)	20 (4.9)	34 (8.3)	29 (7.1)
Once a Month	44 (10.8)	28 (6.9)	51 (12.4)	40 (9.8)
Several times a year	93 (22.7)	124 (30.4)	102 (24.9)	129 (31.6)
N/A	172 (42.1)	211 (51.7)	151 (36.8)	159 (39.0)

Note: Percentages in parenthesis

With the components considered together as a group, and with results combined across all the sites, patrons' responses on impact measures reflect their positive ratings of these provisions

for recreation. In addition to the outcome variables summarized in Table 31, 78% of the respondents also thought that these leisure services make a significant contribution to morale.

**Table 31**  
**Responses to Impact Items for Auto Shop, ITT, Outdoor Recreation Center and Equipment Checkout**

	<u>A Great Deal</u>	<u>Quite a Lot</u>	<u>Somewhat</u>	<u>A Little</u>	<u>Not at All</u>
Contribution to Quality of Life	48.8% (200)	32.2% (132)	15.4% (63)	1.7% (7)	1.9% (8)
Contribution to satisfaction with military life	44.2% (181)	31.0% (127)	21.0% (86)	2.2% (9)	1.7% (7)
<hr/>					
	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neither Agree nor Disagree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
Demonstrate USMC concern for members & families	53.5% (219)	34.2% (140)	9.3% (38)	1.0% (4)	2.0% (8)

Note: Number of respondents in parenthesis

As Table 31 indicates, the percentage of positive responses was quite similar for each of the impact items, from the 88% who saw the programs as evidence of concern to the 78% who felt that they contributed quite a lot or a great deal to family satisfaction with the military life.

### **Relocation Assistance Program**

As part of the Relocation Assistance Program, a number of different strategies are used to help Marines and their families cope successfully with the frequent PCS moves that are a routine part of military life. These include pre-departure briefings, "Welcome Aboard" briefings, Cultural Adaption seminars for those transferring to locations outside the continental U.S. (OCONUS), the SITES computer program that allows users to learn more about a new location, Newcomer Assistance, and the Sponsorship program implemented by receiving commands.

On the 431 questionnaires collected for this program, participants were asked to indicate which of the components they had attended. Responses were distributed across components as follows:

Pre-departure briefings	111
SITES	72
Cultural Adaptation seminars	9
Welcome Aboard briefings	256
Sponsorship program	11
Newcomer Assistance	21
Other	40

Ninety-six percent of the survey respondents were active duty Marines, of whom 43% were married. Seventy-nine percent of the sample reported that they were currently being relocated within the continental U.S. (CONUS to CONUS), 12% overseas to CONUS and 9% CONUS to overseas.

Asked about contact with their assigned sponsors, 70% reported that they had not been contacted by their sponsors, either before or after their PCS move. Of the remaining 30%, half reported that sponsors had contacted them before their relocation move and half were contacted at their new location.

Table 32 summarizes participants responses to the four impact items for this program that were, overall, moderately positive.

**Table 32**  
**Responses to Impact Items for the Relocation Assistance Program**

	<u>A Great Deal</u>	<u>Quite a Lot</u>	<u>Somewhat</u>	<u>A Little</u>	<u>Not at All</u>
Contribution to Quality of Life	30.0% (125)	43.4% (181)	21.8% (91)	3.4% (14)	1.4% (6)
	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neither Agree nor Disagree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
Demonstrate USMC Concern	42.0% (177)	48.2% (203)	9.0% (38)	0.7% (3)	0.0% (0)
Helps members concentrate on duties	22.8% (95)	43.3% (180)	32.9% (137)	0.2% (1)	0.7% (3)
	<u>Significant Impact</u>	<u>Considerable Impact</u>	<u>Some Impact</u>	<u>Very Little Impact</u>	<u>No Impact</u>
Satisfaction with military life style	18.4% (76)	31.2% (129)	32.0% (132)	4.4% (18)	14.0% (58)

Note: Number of respondents in parenthesis

Statistically significant differences were found among the sites on the measures of (a) the programs's impact on satisfaction with military life and (b) agreement that the program facilitates concentration on new duties rather than the details of relocation. Table 33 presents item means by site, showing that responses were more positive at Twentynine Palms and Camp Pendleton and less positive at Camp Lejeune and Cherry Point.

**Table 33**  
**Mean Ratings for Relocation Assistance Program Impact Across Sites**

	<u>CampLejeune</u>	<u>Camp Pendleton</u>	<u>Cherry Point</u>	<u>Twentynine Palms</u>
Concentration	3.76	3.95	3.80	4.21
Satisfaction	3.15	3.54	3.00	3.84

Scale: 5 indicates most positive, 1 indicates most negative.

### **Retail Operations Program**

A total of 754 questionnaires for the Retail Operations Program were collected. The majority (67%) of the questionnaires were completed by patrons at the base exchanges, while 27% were

completed at convenience stores. Eighty-five percent of these patrons were active duty Marines and 5% were spouses of active duty members.

The following two tables (Tables 34 and 35) deal with patrons' usage patterns and the perceived importance of convenience. Fifty-one percent shopped at these establishments at least several times a week and another 20% reported they shopped at these establishments once a week. As the results in Table 35 shows, 62% placed "great value" and 26% placed "considerable value" on the convenience of having retail establishments on base.

**Table 34**  
**Patron Shopping Frequencies at Base Retail Establishments**

Several times a week	51.1% (389)
Once a week	20.0% (152)
Several times a month	17.6% (134)
Once a month	3.4% (26)
Less often than once a month	7.9% (60)

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Note: Number of respondents in parenthesis

**Table 35**  
**Reported Value of the Convenience of Retail Establishments on Base**

Great Value	61.8% (470)
Considerable Value	26.3% (200)
Some Value	10.2% (78)
Little Value	1.2% (9)
No Value	0.9% (7)

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Note: Number of respondents in parenthesis

Participants were also asked about the type of products they typically purchased at the base exchanges and convenience stores that they patronized. From a list of 11 categories (ranging from apparel and shoes to alcohol and cigarettes) the three clear forerunners were food items and snacks, health and beauty items, and electronics--in that order.

Impact items included in the assessment questionnaire for the Retail Operations Program were contribution to quality of life, satisfaction with military life style, and perceptions of concern for members and families on the part of the Marine Corps. A summary of the responses on those items is presented in Table 36.

Eighty-three percent reported that retail facilities contribute "quite a lot" to "a great deal" to quality of life in the Marine Corps, whereas 66% feel that they contribute to satisfaction with military life. Eighty-nine percent agreed that providing these services is one way the Marine Corps shows concern for members and their families.



**Table 36**  
**Responses to Impact Items for the Retail Operations Program**

	<u><b>A Great Deal</b></u>	<u><b>Quite a Lot</b></u>	<u><b>Somewhat</b></u>	<u><b>A Little</b></u>	<u><b>Not at All</b></u>
Contribution to Quality of Life	51.7% (393)	31.7% (241)	13.2% (100)	2.2% (17)	1.2% (9)
Contribution to satisfaction with military life	29.3% (222)	36.6% (277)	22.9% (173)	7.5% (57)	3.7% (28)
	<u><b>Strongly Agree</b></u>	<u><b>Agree</b></u>	<u><b>Neither Agree nor Disagree</b></u>	<u><b>Disagree</b></u>	<u><b>Strongly Disagree</b></u>
Demonstrate USMC Concern	44.9% (342)	44.5% (339)	8.7% (66)	1.0% (8)	0.9% (7)

Note: Number of respondents in parenthesis

### **Substance Abuse Program**

Two different questionnaires were devised for the Substance Abuse Program to correspond to the two primary components of the program. One was designed for participants in the educational component of the program and the other to obtain information from participants in the treatment portion of the program. These two components will be discussed individually in the section which follows.

#### **Substance Abuse Education**

A total of 281 Marines completed the questionnaire for the educational aspect of the Substance Abuse Program. The respondents were distributed among five different educational components where their questionnaires were completed, with the largest group (35%) in the IMPACT program. Another 11% were participating in the Substance Abuse Information Course (SAIC), 5% in the AWARE program, 4% in the Substance Abuse Prevention Workshop, and 1% in the Junior/Senior Leaders' Substance Abuse Awareness Workshop. Forty-three percent checked the "other" category when asked about the component in which they were participating.

Fifty-two percent of the sample reported that they previously received some substance abuse training as part of their PME, and 45% reported that they had undergone screening at SAAC following an incident involving drugs or alcohol.

When asked how effective the substance abuse educational program is, 74% of respondents found it to be "extremely effective" or "generally effective" compared to slightly more than 3% who said it was "barely effective". One way in which they found the program effective was in its impact on the health and safety of Marines and their families. Ninety-four percent of the sample felt that the program had at least some impact on health, and a third of those thought the program made a great impact on health. Similar numbers also thought it was likely that participants in the program learn skills that will improve their personal relationships.

Turning to effects related more directly to mission accomplishment, the three measures of ultimate impact asked about performance, readiness, and quality of life. Items and responses are summarized in Table 37.

**Table 37**

**Responses to Impact Items for the Substance Abuse Education Program**

	<u>A Great Deal</u>	<u>Quite a Lot</u>	<u>Somewhat</u>	<u>A Little</u>	<u>Not at All</u>
Contribution to Quality of Life	22.8% (64)	33.5% (94)	30.2% (85)	11.0% (31)	2.5% (7)
Contribution to readiness of unit	20.4% (57)	28.2% (79)	34.3% (96)	13.6% (38)	3.6% (10)
	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neither Agree nor Disagree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
Positive impact on performance	34.9% (98)	47.0% (132)	17.1% (48)	1.1% (3)	0.0% (0)

Note: Number of respondents in parenthesis

Respondents from the four sites differed significantly in their assessment of the program impact items. The means for items measuring program impact on quality of life, readiness, and program effectiveness are shown for each site in Table 38. As can be seen from the table, the users of the program at Camp Lejeune were, overall, most favorable in their ratings of the Substance Abuse Education program; Twentynine Palms was least favorable in ratings of the program.

**Table 38**

**Mean Ratings for Substance Abuse Education Impact Items Across Sites**

	<u>Camp Lejeune</u>	<u>Camp Pendleton</u>	<u>Cherry Point</u>	<u>Twentynine Palms</u>
Readiness	3.52	3.43	3.61	2.78
Quality of Life	3.78	3.57	3.59	2.89
Effectiveness	4.20	3.88	3.83	3.28

Scale: 5 indicates most positive, 1 indicates most negative.

**Substance Abuse Treatment**

The Treatment component of the Substance Abuse Program is represented by 154 participants completing questionnaires at the four sites during the pilot test period. Fifty-five percent of these Marines were unmarried and approximately 75% were living on base.

Of particular interest in relation to this group was their prior history of participation in any of the program's educational components, what those components might have been, previous participation in a treatment program, and any other reported incidences of drug or alcohol abuse. Fifty-four individuals (of the sample of 154) said that they had attended no previous substance abuse classes/seminars/workshops. Of the 100 who reported participation in some educational program, approximately one-third had received substance abuse classes as part of their professional military education (PME). In addition to PME, 21% had been participants in the IMPACT component, with participation in each of the other educational components reported to be somewhere around four to six percent.

When asked if they had been involved in the past in *reported* incidents-other than that which was associated with their current treatment program- of alcohol or drug abuse, 42% said they had not and 57%

said yes. Of those who answered in the affirmative, more than half acknowledged more than one incident. Furthermore, 27% of the sample had been participants in other treatment programs prior to the current one.

Opinions about the impact of the treatment program were solicited by means of 7 items. The first three items were related specifically to the participating individual and his or her family members. They are presented along with their frequency distributions in Table 39.

**Table 39**  
**Responses to Personal Impact Items for the Substance Abuse Treatment Program**

	<u>Yes, Much Healthier</u>	<u>Somewhat Healthier</u>	<u>About the Same</u>	<u>Not Healthier</u>	<u>Don't Know</u>	
Lead a healthier life as a result of this program?	64.3% (99)	29.9% (46)	2.0% (3)	2.0% (3)	2.0% (3)	
<hr/>						
	<u>Improve Greatly</u>	<u>Improve Somewhat</u>	<u>About the Same</u>	<u>Not Quite As Good</u>	<u>Much Worse</u>	
Personal relationships	46.1 (71)	40.9% (63)	11.7% (18)	1.3% (2)	0.0% (0)	
<hr/>						
	<u>Great impact</u>	<u>Considerable</u>	<u>Some Impact</u>	<u>Very Little</u>	<u>No Impact</u>	<u>N/A</u>
Family health and safety	20.8% (32)	11% (17)	5.8% (9)	1.9% (3)	5.8% (9)	55.0% (84)

Note: Number of respondents in parenthesis

Between 70% and 80% of the participants responded to the ultimate impact items with one of the two most positive options. That is, a significant majority believe that this program will have a positive effect on their ability to carry out their duties, their value to the Marine Corps, and their personal readiness. Similarly, they said that the program contributes a great deal or quite a lot to quality of life. Responses on these items are summarized below in Table 40.

**Table 40**  
**Responses to Impact Items for Substance Abuse Treatment**

	<u>A Great Deal</u>	<u>Quite a Lot</u>	<u>Somewhat</u>	<u>A Little</u>	<u>Not at All</u>
Contribution to Quality of Life	45.4% (69)	26.3% (40)	21.1% (32)	2.6% (4)	4.6% (7)
	<u>Significant</u>	<u>Considerable</u>	<u>Some</u>	<u>Very Little</u>	<u>None</u>
Contribution to personal readiness	45.1% (69)	33.3% (51)	15.0% (23)	2.6% (4)	3.9% (6)
	<u>Improve Greatly</u>	<u>Improve Somewhat</u>	<u>About the Same</u>	<u>Not Quite As Good</u>	<u>Much Worse</u>
Impact on performance	45.1% (69)	35.3% (54)	19.6% (30)	0.0% (0)	0.0% (0)
	<u>Much More Valuable</u>	<u>Somewhat More Valuable</u>	<u>No Difference</u>	<u>Less Valuable</u>	<u>Much Less Valuable</u>
Individual value to Marine Corps	54.5% (84)	25.3% (39)	20.1% (31)	0.0% (0)	0.0% (0)

Note: Number of respondents in parenthesis

## Voluntary Education Program

The assessment of the Voluntary Education Program considered seven distinct component programs. These different study options were:

- ◆ Military Academic Skills Program
- ◆ Military Academic Credit Exam
- ◆ Service Member Opportunities Colleges (SOCMAR)
- ◆ Marine Corps Satellite Education Network (MCSEN)
- ◆ Defense Activity Non-Traditional Educational Support Program (DANTES)
- ◆ Apprenticeship Program
- ◆ Program for Afloat College Education (PACE)

Current participants in the SOCMAR and DANTES components accounted for more than 84% of the total 505 participant questionnaires collected, with two-thirds of the sample participating in SOCMAR. Forty-nine percent of the respondents stated that they would not have been able to enroll in similar programs without the Tuition Assistance aspect of the Voluntary Education Program, as contrasted with 14% who felt that they would have been able to undertake similar programs without tuition assistance.

Although SOCMAR was the most popular program for these military respondents, only 7% of the sample stated that any of their family members had taken advantage of the program's provision for them.

The academic accomplishments previously achieved by this group of respondents through the voluntary education programs offered by the Marine Corps are shown in Table 41. The largest percentage of the sample has completed two or more college semesters.

**Table 41**

### Voluntary Education Accomplishments of Respondents

High School Diploma	13.1%	(66)
AA Degree	10.1%	(51)
Bachelors Degree	4.6%	(23)
Advanced Degree	1.2%	(6)
Two or more college semesters	37.0%	(187)
CLEP-DSST exams	16.6%	(84)
Apprentice	1.2%	(6)
Academic credit for military duty	32.5%	(164)

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Note : Number of respondents in parenthesis

According to a large percentage of the participants (72%), academic accomplishments such as those shown above definitely have a personal impact on the confidence and self-concept of individual.

To assess the role of the Voluntary Education Program in attracting and retaining members, participants were asked how much the availability of educational opportunities had influenced their original decisions to enlist in the Marine Corps, and what impact they have on the participants' intentions to reenlist. Responses to these two items have been combined in Table 42.

**Table 42**

**Impact of Voluntary Education Programs on Enlistment and Retention**

	<u>A Great Deal</u>	<u>Quite a Lot</u>	<u>Somewhat</u>	<u>A Little</u>	<u>Not at All</u>
How much did the program influence your first enlistment?	28.2% (138)	15.3% (75)	17.6% (86)	8.8% (43)	30.2% (148)
	<u>Great impact</u>	<u>Considerable</u>	<u>Some Impact</u>	<u>Very Little</u>	<u>No Impact</u>
What impact does the program have on your intentions to reenlist	32.4% (158)	14.6% (71)	16.6% (81)	11.5% (56)	34.8% (121)

Note: Number of respondents in parenthesis

In Table 42, it can be seen that 60% of the sample respondents were at least somewhat influenced by the availability of these educational programs to enlist in the Marine Corps. Furthermore, 65% report that the availability of these programs has at least some impact on their intentions to reenlist.

Two impact items focused on performance and value to the Marine Corps were combined in the patron questionnaire with the standard impact items involving perceptions of concern and quality of life. On the basis of the results presented in Table 43, it can be concluded that the Voluntary Education program has had a strong positive impact. Ninety-three percent agreed that the educational programs demonstrated concern for self and family. Eighty-four percent felt that participation in the educational programs is likely to improve their performance of military duties and 80% indicated that the program contributed to their quality of life.

**Table 43**

**Responses to Impact Items for the Voluntary Education Program**

	<u>A Great Deal</u>	<u>Quite a Lot</u>	<u>Somewhat</u>	<u>A Little</u>	<u>Not at All</u>
Contribution to Quality of Life	52.8% (262)	28.0% (139)	12.9% (64)	2.2% (11)	4.0% (20)
	<u>Improve Greatly</u>	<u>Improve Somewhat</u>	<u>About the Same</u>	<u>Not Quite As Good</u>	<u>Much Worse</u>
Impact on performance	51.0% (251)	33.1% (163)	14.8% (73)	0.4% (2)	0.6% (3)
	<u>Much More Valuable</u>	<u>Somewhat More Valuable</u>	<u>No Difference</u>	<u>Less Valuable</u>	<u>Much Less Valuable</u>
Individual value to Marine Corps	48.2% (236)	27.1% (133)	21.8% (107)	1.0% (5)	1.8% (9)
	<u>Strongly Agree</u>	<u>Agree</u>	<u>Neither Agree nor Disagree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
Demonstrate USMC Concern	65.9% (327)	27.4% (136)	5.7% (28)	0.8% (4)	0.2% (1)

Note: Number of respondents in parenthesis

In sum, the questionnaire respondents' assessment of the voluntary education programs are very positive and results clearly indicate that these programs are beneficial to the individual and the Marine Corps.

### **Youth and Teen Programs**

One hundred twenty-eight questionnaires for assessing the Marine Corps Youth and Teen Program were collected across the sites. The respondents for this program were parents of children enrolled in the various activities sponsored by the program. Fifty-nine percent of the respondents resided in base housing and 33% in civilian housing. Thirty-four percent of the questionnaires were completed by active duty Marines and 35% were completed by spouses, while the remainder indicated "other" or "active duty other service".

Although activities may vary somewhat from location to location, a core of four components can be found at all locations. These are the Youth Center, Youth Sports, summer camps and teen activities. Table 44 indicates the number of children of the questionnaire respondents who participated in each of the program components, as well as the number who had participated in comparable programs in the civilian community. As evident from the table, a larger percentage of children were involved with USMC programs, particularly the Youth Center. The exception was Youth Sports where a slightly larger number of children participated on teams sponsored by civilian programs.

**Table 44**

#### **Child's Involvement in USMC Sponsored Programs and Programs in the Community**

	<u><b>USMC</b></u>	<u><b>Civilian Community</b></u>
None	0.0% (0)	54.3% (70)
Youth Center	87.6% (113)	9.3% (12)
Youth Sports	30.2% (39)	37.2% (48)
Teen Activities	37.2% (48)	0.8% (1)
Summer Camps	19.4% (25)	10.1% (13)
Other	6.2% (8)	0.0% (0)

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Note: Number of respondents in parenthesis

Of the 113 parent respondents who said their child(ren) was involved in activities at the Youth Center, 92 reported that their child routinely goes to the Youth Center before or after the school day. Thus, it can be inferred that the Youth Center serves an important function in providing a safe environment for activities until the parent's work day is over. In an additional item, 92% of the respondents agreed that their child's health and safety were closely guarded while engaged in youth program activities.

When the respondents compared the quality of Marine Corps programs with similar programs in the civilian community, 65% rated USMC programs somewhat or much better than those in the community; 22% had no opinion, and 8% found the community facilities somewhat or much better.

The impact items used for the assessment of this program were consistent with those used for other programs: contribution to quality of life, contribution to family satisfaction with military life, and evidence of Marine Corps' concern for members and families. Parents' responses are

summarized in Table 45, which shows that over 90% felt that the Youth Program contributed “quite a lot” to quality of life in the Marine Corps. In addition, 85% felt that the program contributes to family satisfaction with military life. A large percentage (95%) agreed that the youth programs were a strong indication of the Marine Corps’ concern for members and their families.

**Table 45**  
**Responses to Impact Items for the Youth and Teen Program**

	<u><b>A Great Deal</b></u>	<u><b>Quite a Lot</b></u>	<u><b>Somewhat</b></u>	<u><b>A Little</b></u>	<u><b>Not at All</b></u>
Contribution to Quality of Life	65.9% (85)	24.0% (31)	7.0% (9)	3.1% (4)	0.0% (0)
Contribution to readiness of unit	50.8% (65)	34.4% (44)	12.5% (16)	1.6% (2)	0.8% (1)
	<u><b>Strongly Agree</b></u>	<u><b>Agree</b></u>	<u><b>Neither Agree nor Disagree</b></u>	<u><b>Disagree</b></u>	<u><b>Strongly Disagree</b></u>
Demonstrate USMC concern for members & families	77.5% (100)	17.8% (23)	3.1% (4)	.1.0% (2)	0.0% (0)

Note: Number of respondents in parenthesis

## Results Of Program Comparisons

The evaluation of each program was achieved by assessing its participants' perceptions concerning the impact of the program on their lives and in the lives of their family members. This was done by utilizing a group of measures that can be applied to a wide spectrum of programs and that focus on mission-facilitating outcomes. Thus, instead of asking respondents about satisfaction with a program, they are asked – for example – if it contributes to family satisfaction with military life style. This approach builds upon either previous research (e.g., family satisfaction with military life has been shown to have considerable impact on retention) or upon well-established psychological theory (e.g., perceptions of an organization’s concern for its members increases member commitment.)

The results of the participants’ responses to the items assessing program outcomes were generally positive supporting the contention that the programs contribute to the over-arching goals of the Marine Corps, either directly or through their impact on quality of life. In this section, results are compared across programs having common impact measures.

### Perceived Impact on Quality of Life

One item in common to each program in the assessment was its perceived contribution to quality of life. Because global QOL has been shown to be causally related to retention intention, performance and personal readiness, a comparison of the programs on this measure should provide some idea as to which programs have the greatest impact on mission-related outcomes.

Means for the quality of life items for all the programs are presented in Table 46, ranging from highest to lowest. The means are based on a scale of 1 to 5, where 5 is the most positive response (contributes “a great

deal”) and 1 signifies the most negative response (contributes “not at all”). With the exception of the two deployment support programs, all were rated positively on this outcome item.

**Table 46**  
**Program Contribution to Quality of Life**

	<u>Mean</u>		<u>Mean</u>
Temporary Lodging	4.53	Employee Assistance	4.16
Youth and Teen Program	4.53	Food and Hospitality	4.16
Child Care	4.49	Substance Abuse Treatment	3.99
Physical Fitness	4.43	Relocation Assistance	3.97
Library	4.41	Financial Management	3.94
Counseling	4.36	Recreation II (rec rooms & lounges)	3.91
Recreation I (golf & bowling)	4.36	Exceptional Family Member	3.57
Retail Operations	4.31	Substance Abuse Education	3.50
Marriage Enrichment	4.26	Family Advocacy Program	3.49
Recreation III (auto shop, ITT, etc.)	4.24	Mid-Deployment Support	2.95
Voluntary Education	4.23	Deployment Support	2.91

An analysis of variance was performed to determine if these mean scores were significantly different across programs. The two deployment support programs differed significantly from the other programs in terms of their contribution to quality of life (i.e., contributes less). The eleven programs that were rated highest on quality of life did not differ from each other.

### Satisfaction with Military Life Style

Fifteen programs had as one of their underlying reasons their contribution to "satisfaction with and adaptation to military life". Mean scores (based on the same 1 to 5 scale described for the QOL measure) were computed and compared across programs. The Temporary Lodging Program and the Youth and Teen Program again received highest ratings, while Relocation Assistance and the Deployment Support components received the lowest. These programs were shown to be statistically different from the remaining programs, with the two top programs having significantly higher scores and the lowest-rated programs having scores that were significantly lower than those for other programs. Table 47 provides the means on this impact variable for all programs.

**Table 47**  
**Program Contributions to Satisfaction with Military Life Style**

	<u>Mean</u>		<u>Mean</u>
Temporary Lodging	4.60	Counseling	3.89
Youth and Teen Program	4.33	Food and Hospitality	3.80
Library	4.24	Retail Operations	3.80
Child Care	4.22	Recreation II (rec rooms, lounges)	3.69
Recreation I (golf & bowling)	4.16	Financial Management	3.68
Recreation III (auto show, ITT, etc.)	4.14	Relocation Assistance	3.36
Employment Assistance	3.94	Mid-Deployment Support	3.33
		Deployment Support	3.07

Note: Scale: 1 = not at all., 3 = somewhat, 5 = a great deal



## Demonstration of Concern for Members and Families

The third widely-used impact item was one asking respondents if they agreed that the program demonstrated the Marine Corps' concern for them and their families. Response options on the five-point scale ranged from strongly agree (5) to strongly disagree (1). This item appeared on 17 of the questionnaires and, for each program rated, mean scores on the measure were at the positive end of the scale as shown in Table 48. There were statistically significant differences among the programs, with the Library Program and Youth and Teen Program being perceived as demonstrating the highest degree of concern, and Food and Hospitality and Deployment Support the lowest.

**Table 48**  
**Perceptions of Marine Corps Concern for Members and their Families by Program**

	<u>Mean</u>		<u>Mean</u>
Library	4.71	Recreation I (golf & bowling)	4.49
Youth and Teen Program	4.71	Recreation III (auto shop, IIT, etc.)	4.36
Vol. Education	4.58	EFM	4.36
Child Care	4.56	Relocation Assistance	4.32
Temporary Lodging	4.54	Retail Operations	4.31
Employment Assistance	4.53	Recreation II (rec rooms & lounges)	4.29
Counseling	4.52	Mid-Deployment Support	4.28
Physical Fitness	4.50	Food and Hospitality	4.19
		Deployment Support	4.07

Note: Scale: 1 = disagree, 3 = neither agree nor disagree, 5 = strongly agree.

## Minimizing Stresses of Military Life

Six programs were judged on their success in minimizing the stresses of military life. Temporary Lodging (a component of the Food and Hospitality program) and Physical Fitness were considered to be the most helpful, while the remaining four were regarded as helping to reduce stress to a somewhat lesser degree. The difference between the highest and lowest rated programs was statistically significant. As Table 49 shows, reduction of stress as a result of these programs should have an effect on several different life domains.

**Table 49**  
**Mean Scores for Helping to Cope with Stress by Program**

	<u>Mean</u>
Temporary Lodging	4.58
Physical Fitness	4.47
Marriage Enrichment	4.05
FAP	3.68
Financial Management	3.36
Deployment Support	3.10

\* Scale: 1 = least positive, 5 = most positive.

For two of the assessments—the Marriage Enrichment and Family Advocacy programs--the item about helping to cope with stress was reworded. On those questionnaires participants were asked instead if the programs helped them to cope with tensions between military and family demands. The Marriage Enrichment Program was rated more positively although both programs were seen as quite effective in this regard. Based on the five point scale, the mean for Marriage Enrichment was 4.56 and that for FAP was 4.12.

### **Performance of Duties**

The items used to assess program impact on performance of duties varied somewhat by program. Marines participating in Child Care, Financial Management, and Relocation Assistance were asked if those programs facilitated their ability to concentrate on their work and duties. On this item, the Child Care Program achieved the highest mean score (4.56), as compared to Financial Management with a mean of 4.39 and Relocation Assistance with a mean of 3.87. The difference between the Child Care and Relocation Assistance means was significant.

Questionnaires for the Voluntary Education and the Substance Abuse programs asked about performance more directly, with the item reading “what effect do you think (*...name of program...*) is likely to have on performance of military duties”? For each of these programs, respondents said that they thought participation would have a strong positive impact on their future performance. With a mean of 4.56 on the five point scale, ratings for Voluntary Education were significantly higher than those of Substance Abuse Education (mean = 4.25) and Substance Abuse Treatment (mean = 4.16.)

In a related item, Marines responding on the Substance Abuse Treatment Program and the Voluntary Education Program were asked if program participation would make them more valuable to the Marine Corps. Positive responses indicated that participants in both programs felt they would now be of more value to the Marine Corps. The mean obtained for Voluntary Education (4.19) was slightly below that of Substance Abuse Treatment (4.34.)

### **Health and Safety**

To help assure the health and safety of Marines and their families is one of the underlying reasons for providing seven of the programs in the assessment. Those respondents were given the opportunity to report the impact of the program in which they were participating. The mean scores for the seven programs that were evaluated concerning their impact on health and safety of members and their families are shown in Table 50. Physical Fitness, Child Care and Youth Programs were found to have the greatest impact, although all seven received positive assessments on this measure. The four top-rated programs differed significantly from the three with lowest ratings.

**Table 50**  
**Mean Scores for Impact on Health and Safety by Program**

	<u>Mean</u>
Physical Fitness	4.77
Child Care	4.55
Youth Programs	4.47
Recreation (golf & bowling)	4.28
SA Treatment	4.03
FAP	3.88
SA Education	3.83

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Note: Scale: 1 = strongly disagree, 3 = neither agree nor disagree, 5 = strongly agree.

### **Direct Assessment of Program Impact on Retention**

When programs have an impact on quality of life, it can be inferred that they will also influence retention decisions (e.g, see Kerce, 1995). Because of that established connection, the assessment methodology concentrates on measuring perceived impact on QOL. However, questionnaires for the Employment Assistance and Exceptional Family Member (EFM) programs also included a direct question about their impact on retention. Based on participant responses both had a moderate positive effect on retention decisions. The item mean for Employment Assistance was 3.50 and for EFM 3.37. These values do not differ significantly.

### **Facilitation of Personal Relationships**

Seven questionnaires contained an item asking participants if they believed their personal relationships would change as a result of skills learned through program participation. Overall, the responses obtained reflected the expectations of a positive change in relationships. As shown in Table 51, the Counseling program was judged most positively followed by Marriage Enrichment and Substance Abuse Treatment. Deployment Support was deemed least effective among programs assessed on this item.

**Table 51**  
**Effect on Personal Relationships by Program**

	<u>Mean</u>
Counseling	4.67
Marriage Enrichment	4.36
SA Treatment	4.32
FAP	4.10
Substance Abuse Education	3.95
Deployment Support	3.53

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Note: Scale: 1 = least positive, 5 = most positive.

## **Relationships Between QOL and Other Impact Measures**

The relationships between the quality of life measure and each of the other impact measures, while consistently positive, varied by program. Individual correlation coefficients ranged from .28 to .80, with mean values from  $r = .46$  for the health and safety item to  $r = .58$  for the satisfaction with military life item. Thus, although the different impact items can be seen to covary, they are conceptually unique.

## **Program Input and Process Data**

Quality of life research in the Marine Corps has been hampered since its inception by a lack of objective program data. Implementation of the program assessment pilot test confirmed that not a lot of progress in this area has been made over the last four years despite numerous technological advances.

In order to evaluate effectiveness of a program it is necessary to know something about the resources that go into it, the proportion of the target population that utilize its services, and how well it conforms to program design. At the very least, minimum data requirements would include accurate information about funding, utilization, accessibility, and staffing levels and qualifications. For purposes of the pilot test, requests had been limited to three of these only: funding, utilization, and staffing. It had been assumed that this information would be available from program offices at the HQMC level but, in reality, this was not the case. Data could sometime be obtained from program staff at the site but even there, however, there were many instances where this information was either missing, unusable, or non-retrievable as shown in Table 52.

A careful examination of Table 52 shows that 121 data points out of an expected 252 are missing. The table does not show, however, that many of the data that were obtained were compiled expressly for purposes of the pilot test and do not represent centralized program-wide record keeping efforts.

## **Program Assessment Query System (QOLPAQS)**

One of the goals of the program assessment project was to provide a dynamic data base that could be used not only for research purposes, but also as a decision support tool by program managers and administrators. The first step toward this goal was to deliver the prototype of a relational data base containing responses from all the individual program questionnaires collected during the pilot test, the objective process data that was available for each program, and selected variables from the Marine Corps-wide QOL Domain Questionnaire. The resulting QOLPAQS data base, which is easily installed on most office PCs, then allows the user to view the data in a variety of ways for analysis at the individual, functional, or program level.

**Table 52**  
**Summary of Available Process Data by Program and Location**

	<u>Camp Pendleton</u>			<u>Twentynine Palms</u>			<u>Camp Lejeune</u>			<u>Cherry Point</u>		
	<u>Funding</u>	<u>Utilization</u>	<u>Staff</u>	<u>Funding</u>	<u>Utilization</u>	<u>Staff</u>	<u>Funding</u>	<u>Utilization</u>	<u>Staff</u>	<u>Funding</u>	<u>Utilization</u>	<u>Staff</u>
Child Car	X	X	X	X	X	X	X	X	X	X	X	X
Counseling		X	X									
Deployment Sup					X	X		X	X			
Mid-Deployment												
EFM					X	X		X				
FAP		X	X									
Employment Asst												
Financial Mngt					X			X	X		X	
Food & Hospitality	X	X	X	X	X	X	X		X	X	X	X
Temp Lodging	X	X	X	X	X			X	X			
Library	X	X	X	X	X	X	X	X	X	X	X	X
Physical Fitness	X	X	X	X	X	X	X	X	X	X	X	X
Recreation I	X	X	X	X	X	X			X	X	X	X
Recreation II							X	X				
Recreation III	X	X	X	X	X	X	X	X	X	X	X	X
Relocation Asst.								X	X			
Retail Ops	X		X	X	X	X	X		X	X		X
Sub Abuse Ed					X							
Sub. Abuse Trt.					X							
Voluntary Ed.	X	X	X	X	X	X	X	X	X	X	X	X
Youth & Teen	X	X	X	X	X	X	X	X	X	X	X	X

QOLPAQS was described in a User Manual (Uriell & Christiansen,1998) that provided detailed installation and operating instructions for Marine Corps users. The manual also included examples of reports that are available with the prototype version of the data base. A couple of examples are shown here in Appendix D.

## Discussion

In the continuing efforts of the Marine Corps to enhance quality of life for its military members and their families, and to use available resources to the best advantage, a number of needs were identified. The most critical of these were:

- a) a way to link individual programs to quality of life and thus to behavioral outcomes
- b) information that would allow decision makers to compare programs with similar impact objectives, and contrast various modes of program delivery
- c) a data base that will be easily accessible at different organizational levels to answer queries as they occur

The approach proposed in response to these needs was essentially an untried methodology that would gather additional program-specific data (both subjective and objective variables) to be used in combination with data from the successful QOL domain questionnaire. The pilot test summarized in this report was undertaken to determine if the approach was feasible. To summarize what was learned, this section of the report will first consider the capabilities now available to the Marine Corps with the program assessment methodology, and then discuss the next steps for realizing the full potential of the Marine Corps QOL research program.

The positive results of the pilot test have confirmed that, in general, the program assessment system can be used to link specific programs to quality of life, that the data obtained in this manner will be adequate in both quantity and quality, and that the methodology is feasible. Where inadequacies were noted, many can be attributed to the short duration of the data collection window for the pilot-test and those should disappear with implementation of a sustained system at all major Marine Corps locations. In accordance with the assessment design, designated periods for data collection will vary from continuous for low-volume programs to specified periods (perhaps two weeks per quarter) for programs with high volume. This plan will also assure that any seasonal variations in utilization will be included.

The sample size achieved for some individual programs in the pilot test was not large enough to support all the analyses that were planned. For example, a larger number of respondents is required in order to look at comparisons among program components across sites – an important consideration for Headquarters program managers. The number of questionnaires obtained during this period indicates that samples of adequate size would be realized once the assessment system is fully implemented. With the samples from the pilot test, there were also very few matches with data from the domain questionnaire. This should also be less of a problem as the program assessment samples grow over time. If time reveals that the number of matches continues to be insufficient, targeted distribution to program participants can be implemented. Although both the domain questionnaire and the program assessments provide relevant and valuable information when analyzed individually, their value to decision makers is enhanced when combined into a single data base.

The quality of subjective data obtained was consistently good, indicating that respondents had no difficulty completing the individual program questionnaires. The distribution of responses shows sufficient variability to suggest that respondents are attempting to accurately reflect their opinions, and responding to content with relatively little response bias. Correlations among the impact items indicate that, while each measure is related to quality of life, they are conceptually unique.

Impact was measured in the program questionnaires using items that are somewhat different than those previously used in this type of research. Among them was the notion of programs as demonstration of concern by the organization for individual members. In a recent study commissioned to provide guidance for the Navy and Marine Corps into the twenty-first century, the Navy Studies Board concluded that DoN should "...continue to encourage and develop commitment to the organization and a sense of connection to the military community by demonstrating concern for members and families through a range of QOL services" (p.85). The program assessment questionnaires asked specifically if respondents agreed that the program in which they were participating demonstrated concern.

Family adaptation and satisfaction with military life is a concept that has been prominent in military survey research for some time as a correlate of retention (Etheridge, 1989). However, it has usually been measured through a series of items assessing satisfaction with various features of military life (Coolbaugh, 1995). Emphasizing brevity and concentrating on an individual program, these user questionnaires asked instead if the respondent believed the program had an impact on family satisfaction.

The greatest shortcoming revealed by the pilot test was the current status of program process data. In particular, there continues to be little consistency across programs as to when and how such data are collected and stored. Retrieval of such information as there is was found to be difficult and time-consuming for many programs. Without this information, no comparative cost-benefit or cost-effectiveness is possible.

## **Next Steps**

Given the essential role of objective program variables in various effectiveness computations, a systematic Marine Corps-wide process for compiling, storing, and transmitting this information to a centralized data base should be undertaken in conjunction with full implementation of the program assessment system.

However, the need for objective measures is not limited to program process variables. Decision makers are increasingly demanding objective measures to be used in conjunction with self-report data in determining ultimate program impact. This is not a new concern; there has been considerable activity (both within the Marine Corps and throughout DoD) to develop good "measures of effectiveness". Often, however, the suggested measures are restricted to program activity variables and do not include objective measures of ultimate impact. The Physical Fitness Program can be used to provide a simple example of the two types of variables: objective activity variables could be the number of active duty patrons and their frequency of facility use, while objective impact variables could be the number of excellent PFT scores and duty time lost for medical reasons.

While it may be difficult to specify objective impact variables for each of the programs, it may be even more difficult to obtain these measures. Statistics of this type may exist, but they are likely to be compiled by organizational groups outside the Human Resource/MWR area. Thus, in the above example for Physical Fitness, it is likely that the only records of time lost for medical reasons are in the individual commands. Nevertheless – and despite the difficulties – any progress in obtaining objective impact measures will add immeasurably to the success of program assessment. Finally, the capabilities of the relational data base (QOLPAQS) should be expanded and tailored to HQMC-determined requirements.

## **Summary**

As a supplement to the on-going QOL efforts in the Marine Corps, program impact assessment narrows the focus from life domains to individual programs. The assessment methodology focuses on measures of ultimate impact; i.e., mission-facilitating outcomes. The research reported here represents an initial implementation of the system to validate the conceptual approach. The pilot test also provided an opportunity to verify the utility of items

devised to measure impact across an entire spectrum of programs and thus facilitate comparisons among them. These items made up the core content of twenty-two program-specific questionnaires completed by participants of those programs.

Analysis of responses indicated that participants are generally positive in their assessments of program impact, with a large majority of each program's users strongly agreeing that it made a positive contribution to quality of life. However, comparisons revealed program-related differences in the strength of the impact, as well as some site-related differences. Programs that were rated highest on multiple measures of impact included Youth and Teen Programs, USMC Libraries, Temporary Lodging Facilities, Child Care and Physical Fitness. Deployment Support Programs consistently received the lowest ratings. Because sample sizes for some programs were small due to the abbreviated period of data collection, it was necessary to forego some of the statistical procedures that would have provided more information about the observed program and site differences. The data strongly suggest, however, that this methodology will support such analyses in an on-going assessment system and will provide decision makers with an important tool.

The pilot test pointed up the continued deficiencies in objective process data and emphasized the need for HQMC to specify what is needed to achieve consistency among the programs and a data base that will support cost-effectiveness analysis. Objective QOL data that includes outcome measures of impact as well as process could be of significant value in assessing program success. It is recommended that the difficult task of identifying such variables and their sources be given priority in the near future.

Used together, the QOL Program Assessment System and the USMC QOL Domain Questionnaire can help the Marine Corps assure that its members receive support that will help them perform their duties and enhance their quality of life. They provide the tools for making better program decisions to assure that resources are used for those initiatives that support mission accomplishment.



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**Appendix A**  
**Program Questionnaires**

# Child Care Patron Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research and Development Center may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Marine Corps. The data will be analyzed and maintained by the Navy Personnel Research and Development Center.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your/your sponsor's permanent record and will not affect your/your sponsor's career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

## MARKING INSTRUCTIONS

- \* **USE NO. 2 PENCIL ONLY.**
- \* **Do NOT use ink, ballpoint or felt tip pens.**
- \* **Erase cleanly and completely any changes you make.**
- \* **Make black marks that fill the circle.**
- \* **Do not make stray marks on the form.**
- \* **Do not fold, tear, or mutilate this form.**



**WRONG MARKS:** ② ⑦ ⑧ ⑨

**RIGHT MARK:**

- 1. Location (Base/Installation/Station):**

- ☐ Albany
- ☐ Barstow
- ☐ Beaufort
- ☐ Camp Butler
- ☐ Camp Lejeune
- ☐ Camp Pendleton
- ☐ Cherry Point
- ☐ El Toro
- ☐ Henderson Hall
- ☐ Iwakuni
- ☐ Kaneohe Bay/Camp Smith
- ☐ Kansas City
- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

- 2. Are you:**

- ☐ Active duty Marine
- ☐ Spouse of active duty Marine
- ☐ Active duty, other service
- ☐ Spouse of active duty, other service
- ☐ Other

- 3. If active duty member, please enter your SSN. If spouse, please enter your sponsor's SSN, and have him/her sign indicating approval to use his/her SSN:**

**(Write numbers in boxes, then blacken appropriate circle in each column.)**

0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9

- 4. For your child care needs, which program are you now using ?**

- ☐ USMC Child Development Center
- ☐ USMC Family Child Care
- ☐ USMC Child Care Special Programs

**Please continue on reverse side →**

5. How many children do you have enrolled in this program?

- ☐ One  
☐ Two  
☐ Three or more

6. Are you using this child care program because you work:

- ☐ Full-time  
☐ Part-time  
☐ As a volunteer

7. How difficult would it be to find alternate, affordable child care if this program was not available?

- ☐ It would be extremely difficult to find alternate child care  
☐ Alternate programs are available, but are not affordable  
☐ Alternate programs are available, but I would worry about my child's safety  
☐ Alternate programs are available, but lack the developmental advantages of this program  
☐ Fairly easy; I know of several good programs

8. Does having your child(ren) in this child care program allow you to concentrate on your job/duties without worrying about their welfare?

- ☐ Yes, with this child care program, I never worry about my child's welfare while I am on-duty/working  
☐ Yes, with this child care program, I seldom worry about my child's welfare while I am on-duty/working  
☐ No, I frequently worry while on-duty/ at work about leaving my child at this facility  
☐ No, I think worry about my child's care will always make it difficult to concentrate on my work/duties regardless of the child care arrangements I have made

9. How much does the availability of this child care program contribute to your quality of life?

- ☐ A great deal  
☐ Quite a lot  
☐ Somewhat  
☐ A little  
☐ Not at all

10. Do you agree that providing quality child care is one way the Marine Corps shows its concern for members and their families?

- ☐ Strongly agree  
☐ Agree  
☐ Neither agree nor disagree  
☐ Disagree  
☐ Strongly disagree

11. How much do you think this child care program contributes to your satisfaction with military life?

- ☐ A great deal  
☐ Quite a lot  
☐ Somewhat  
☐ A little  
☐ Not at all

12. How much do you feel that this child care program contributes to the health and safety of Marine Corps children?

- ☐ A great deal  
☐ Quite a lot  
☐ Somewhat  
☐ A little  
☐ Not at all

13. If you are the spouse of an active duty Marine, does having a job or working as a volunteer make you more or less satisfied with the military life style?

- ☐ Much less satisfied  
☐ Somewhat satisfied  
☐ Has no effect on how I feel about military life  
☐ Somewhat more satisfied  
☐ Much more satisfied  
☐ N/A

14. If you are the spouse of an active duty Marine, how much difference does your job outside the home make in your family's finances?

- ☐ A great deal of difference  
☐ Quite a bit of difference  
☐ Some difference  
☐ A little difference  
☐ Almost no difference  
☐ N/A

15. Do you presently live in:

- ☐ Base housing  
☐ Military housing off the base  
☐ Civilian housing

16. What is the date you completed this survey?

DATE		
MO.	DAY	YR.
1	1	1
2	2	2
3	3	3
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8	8	8
9	9	9

**Thank you for your participation!**

# Counseling Client Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research and Development Center may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Marine Corps. The data will be analyzed and maintained by the Navy Personnel Research and Development Center.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your/your sponsor's permanent record and will not affect your/your sponsor's career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

## MARKING INSTRUCTIONS

- \* **USE NO. 2 PENCIL ONLY.**
- \* **Do NOT use ink, ballpoint or felt tip pens.**
- \* **Erase cleanly and completely any changes you make.**
- \* **Make black marks that fill the circle.**
- \* **Do not make stray marks on the form.**
- \* **Do not fold, tear, or mutilate this form.**



**WRONG MARKS:**

**RIGHT MARK:**

### 1. Location (Base/Installation/Station):

- ☐ Albany
- ☐ Barstow
- ☐ Beaufort
- ☐ Camp Butler
- ☐ Camp Lejeune
- ☐ Camp Pendleton
- ☐ Cherry Point
- ☐ El Toro
- ☐ Henderson Hall
- ☐ Iwakuni
- ☐ Kaneohe Bay/Camp Smith
- ☐ Kansas City
- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

### 2. Are you:

- ☐ Active duty Marine
- ☐ Spouse of active duty Marine
- ☐ Active duty, other service
- ☐ Spouse of active duty, other service
- ☐ Other

### 3. If active duty member, please enter your SSN. If spouse, please enter your sponsor's SSN, and have him/her sign indicating approval to use his/her SSN: \_\_\_\_\_

*(Write numbers in boxes, then blacken appropriate circle in each column.)*

1	1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2	2
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6	6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9	9

### 4. Please indicate the type of counseling program you are in:

- ☐ Individual Counseling
- ☐ Marriage (Couples) Counseling
- ☐ Family Counseling

### 5. Is this the first time you have been a Family Service Center (FSC) counseling client?

- ☐ Yes
- ☐ No

*Please continue on reverse side →*

6. How did you learn about the counseling services at the Family Service Center?

- ☐ Referral by a volunteer
- ☐ Referral by the command
- ☐ Referral by a friend
- ☐ Media announcement
- ☐ "Welcome Aboard" or similar briefing
- ☐ Other

7. To what extent has this counseling program helped you with the problem that originally brought you here?

- ☐ It has helped a great deal
- ☐ It has helped quite a lot
- ☐ It has helped somewhat
- ☐ It has not helped very much
- ☐ It has not helped at all

8. Have you been referred to another agency or counselor to continue your counseling sessions?

- ☐ Yes, and I plan to continue with counseling
- ☐ Yes, but I do not plan to continue
- ☐ No, I have not been referred elsewhere
- ☐ No, I have not been referred, but I intend to continue with counseling anyway

9. To what extent do you think your personal relationships will change as a result of the skills you learned through this program? Will they:

- ☐ Greatly improve
- ☐ Improve somewhat
- ☐ Remain the same
- ☐ Become somewhat worse
- ☐ Become a lot worse

10. How much does the availability of this program contribute to your quality of life?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

11. Do you agree that providing counseling programs is one way the Marine Corps shows its concern for members and their families?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

12. How much do you think the counseling program contributes to your satisfaction with military life?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

13. Do you presently live in:

- ☐ Base housing
- ☐ Military housing off the base
- ☐ Civilian housing

14. What is the date you completed this survey?

DATE					
MO.		DAY		YR.	
1	2	3	4	5	6
7	8	9	10	11	12
13	14	15	16	17	18
19	20	21	22	23	24
25	26	27	28	29	30
31	32	33	34	35	36
37	38	39	40	41	42
43	44	45	46	47	48
49	50	51	52	53	54
55	56	57	58	59	60

**Thank you for your participation!**

# Deployment Support Participant Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research and Development Center may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Marine Corps. The data will be analyzed and maintained by the Navy Personnel Research and Development Center.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your/your sponsor's permanent record and will not affect your/your sponsor's career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

## MARKING INSTRUCTIONS

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- \* **Erase** cleanly and completely any changes you make.
- \* **Make black marks** that fill the circle.
- \* **Do not** make stray marks on the form.
- \* **Do not** fold, tear, or mutilate this form.



**WRONG MARKS:**

**RIGHT MARK:**

### 1. Location (Base/Installation/Station):

- ☐ Albany
- ☐ Barstow
- ☐ Beaufort
- ☐ Camp Butler
- ☐ Camp Lejeune
- ☐ Camp Pendleton
- ☐ Cherry Point
- ☐ El Toro
- ☐ Henderson Hall
- ☐ Iwakuni
- ☐ Kaneohe Bay/Camp Smith
- ☐ Kansas City
- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

### 2. Are you:

- ☐ Active duty Marine
- ☐ Spouse of active duty Marine
- ☐ Active duty, other service
- ☐ Spouse of active duty, other service
- ☐ Other

### 3. If active duty member, please enter your SSN. If spouse, please enter your sponsor's SSN, and have him/her sign indicating approval to use his/her SSN:

*(Write numbers in boxes, then blacken appropriate circle in each column.)*

0	0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1	1
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7	7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9	9

### 4. Are both you and your spouse active duty Marines?

- ☐ Yes
- ☐ No

### 5. Please indicate all of the sections of the program that you have participated in:

- ☐ Pre-deployment Program
- ☐ Mid-deployment Assistance Program
- ☐ "Return and Reunion" Program

*Please continue on reverse side* →

6. Is this your/your spouse's first deployment?

- ☐ Yes  
☐ No  
☐ No, but I was not married during my previous deployment

7. To what extent do you think this program will be help or has been help to you (and your spouse if any) in coping with the stress of deployment and/or family separation?

- ☐ It helped a great extent  
☐ It helped quite a lot  
☐ It helped somewhat  
☐ Not very much help  
☐ No help at all

8. To what extent do you think your personal relationships will change as a result of the skills you learned through this program? Will they:

- ☐ Greatly improve  
☐ Improve somewhat  
☐ Remain the same  
☐ Become somewhat less positive  
☐ Become a lot worse

9. How much does the availability of this program contribute to your quality of life?

- ☐ A great deal  
☐ Quite a lot  
☐ Somewhat  
☐ A little  
☐ Not at all

10. Do you agree that providing deployment support is one way the Marine Corps shows its concern for members and their families?

- ☐ Strongly agree  
☐ Agree  
☐ Neither agree nor disagree  
☐ Disagree  
☐ Strongly disagree

11. How much do you think the deployment support program contributes to your satisfaction with military life?

- ☐ A great deal  
☐ Quite a lot  
☐ Somewhat  
☐ A little  
☐ Not at all

12. Do you presently live in:

- ☐ Base housing  
☐ Military housing off the base  
☐ Civilian housing

13. What is the date you completed this survey?

DATE								
MO.			DAY			YR.		
1	2	3	4	5	6	7	8	9
1	1	1	1	1	1	1	1	1
	2	2	2	2	2	2	2	2
	3	3	3					
	4		4					
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	6		6					
	7		7					
	8		8					
	9		9					

**Thank you for your participation!**



# Mid-Deployment Support Spouse Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research and Development Center may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Marine Corps. The data will be analyzed and maintained by the Navy Personnel Research and Development Center.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your/your sponsor's permanent record and will not affect your/your sponsor's career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

## MARKING INSTRUCTIONS

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- \* **Erase** cleanly and completely any changes you make.
- \* **Make black marks** that fill the circle.
- \* **Do not** make stray marks on the form.
- \* **Do not** fold, tear, or mutilate this form.



**WRONG MARKS:**

**RIGHT MARK:**

### 1. Location (Base/Installation/Station):

- ☐ Albany
- ☐ Barstow
- ☐ Beaufort
- ☐ Camp Butler
- ☐ Camp Lejeune
- ☐ Camp Pendleton
- ☐ Cherry Point
- ☐ El Toro
- ☐ Henderson Hall
- ☐ Iwakuni
- ☐ Kaneohe Bay/Camp Smith
- ☐ Kansas City
- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

### 2. Did you participate in the Pre-Deployment portion of this program?

- ☐ Yes
- ☐ No
- ☐ I have participated in pre-deployment programs in the past

### 3. Please enter your sponsor's SSN, and have him/her sign indicating approval to use his/her SSN:

*(Write numbers in boxes, then blacken appropriate circle in each column.)*

0	0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1	1
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### 4. Is this your/your spouse's first deployment?

- ☐ Yes
- ☐ No
- ☐ No, but previous deployment was before we were married

### 5. What is your employment situation?

- ☐ Do not work outside the house
- ☐ Employed part time
- ☐ Employed full time
- ☐ Active duty Marine

*Please continue on reverse side* →

6. Do you have children or step-children who live with you?

- ☐ Yes  
☐ No

7. Have you been contacted by a key volunteer since your spouse deployed?

- ☐ Yes  
☐ No

8. What type of assistance, if any, have you received from the Family Service Center (FSC) or the key volunteer network since your spouse deployed?

- ☐ None  
☐ Help in dealing with practical problems  
☐ Help in dealing with emotional problems

9. How much does the availability of the deployment support programs contribute to your quality of life?

- ☐ A great deal  
☐ Quite a lot  
☐ Somewhat  
☐ A little  
☐ Not at all

10. Do you agree that providing deployment support is one way the Marine Corps shows its concern for members and their families?

- ☐ Strongly agree  
☐ Agree  
☐ Neither agree nor disagree  
☐ Disagree  
☐ Strongly disagree

11. How much do you think the deployment support program contributes to your satisfaction with military life?

- ☐ A great deal  
☐ Quite a lot  
☐ Somewhat  
☐ A little  
☐ Not at all

12. As a result of the deployment support programs, how are your feeling about the sense of community and mutual support at this installation changed?

- ☐ I feel much more positive  
☐ I feel somewhat more positive  
☐ I feel about the same  
☐ I feel somewhat more negative  
☐ I feel much more negative

13. Do you presently live in:

- ☐ Base housing  
☐ Military housing off the base  
☐ Civilian housing

14. What is the date you completed this survey?

DATE					
MO.		DAY		YR.	
1	1	1	1	1	1
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2	2	2	2	2	2
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**Thank you for your participation!**

# Exceptional Family Member (EFM) Participant Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

Public Law 93-579, called the Privacy Act of 1974, requires that you be informed of the purpose of this survey and of the uses to be made of the information collected. The Navy Personnel Research and Development Center may collect the information requested in this survey under the authority of Title 5, U.S. Code 301. The information collected will be used to evaluate current QOL programs in the Marine Corps. The data will be analyzed and maintained by the Navy Personnel Research and Development Center.

Providing information is completely voluntary. All responses will be held in confidence. We ask you to provide your SSN or your sponsor's SSN so we can match your responses together with other questionnaires and surveys. The information you provide will be considered only when statistically combined with the responses of others, and will not be identified with any single individual. The information will not become part of your/your sponsor's permanent record and will not affect your/your sponsor's career in any way. Failure to respond to any questions will not result in any penalties except lack of your opinions in the survey results.

## MARKING INSTRUCTIONS

- \* USE NO. 2 PENCIL ONLY.
- \* Do NOT use ink, ballpoint or felt tip pens.
- \* Erase cleanly and completely any changes you make.
- \* Make black marks that fill the circle.
- \* Do not make stray marks on the form.
- \* Do not fold, tear, or mutilate this form.



WRONG MARKS:

RIGHT MARK:

### 1. Location (Base/Installation/Station):

- ☐ Albany
- ☐ Barstow
- ☐ Beaufort
- ☐ Camp Butler
- ☐ Camp Lejeune
- ☐ Camp Pendleton
- ☐ Cherry Point
- ☐ El Toro
- ☐ Henderson Hall
- ☐ Iwakuni
- ☐ Kaneohe Bay/Camp Smith
- ☐ Kansas City
- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

### 2. Are you:

- ☐ Active duty Marine
- ☐ Spouse of active duty Marine
- ☐ Active duty, other service
- ☐ Spouse of active duty, other service
- ☐ Other

### 3. If active duty member, please enter your SSN. If spouse, please enter your sponsor's SSN, and have him/her sign indicating approval to use his/her SSN:

*(Write numbers in boxes, then blacken appropriate circle in each column.)*

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### 4. If married, are you and your spouse both active duty Marines?

- ☐ Yes
- ☐ No
- ☐ N/A

Please continue on reverse side →

5. What is the relationship of the family member on whose behalf you are participating in this program?

- ☐ Spouse
- ☐ Child
- ☐ Parent
- ☐ Other

6. In what way has this program been the most assistance to you and your family?

- ☐ Appropriate assignments
- ☐ Resource referrals, including medical
- ☐ Support referrals
- ☐ Other

7. How much does the assistance provided by this service program increase your ability to focus on your military duties?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

8. To what extent do you think this program has helped you to cope with conflicting military and family roles?

- ☐ It has helped a great deal
- ☐ It has helped quite a lot
- ☐ It has helped somewhat
- ☐ It has not helped very much
- ☐ It has not helped at all

9. Do you agree that this program helps members to concentrate more quickly on their new duties after a PCS move?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

10. To what extent does the availability of this program influence your retention decisions?

- ☐ A great extent
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

11. How much does the availability of this program contribute to your quality of life?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

12. Do you agree that providing the EFM program is one way the Marine Corps shows its concern for members and their families?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

13. Do you presently live in:

- ☐ Base housing
- ☐ Military housing off the base
- ☐ Civilian housing

14. What is the date you completed this survey?

DATE					
MO.		DAY		YR.	
1	2	3	4	5	6
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49	50	51	52	53	54
55	56	57	58	59	60

**Thank you for your participation!**

# Family Advocacy Program Participant Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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## MARKING INSTRUCTIONS

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- \* **Make black marks that fill the circle.**
- \* **Do not make stray marks on the form.**
- \* **Do not fold, tear, or mutilate this form.**



**WRONG MARKS:**

**RIGHT MARK:**

### 1. Location (Base/Installation/Station):

- ☐ Albany
- ☐ Barstow
- ☐ Beaufort
- ☐ Camp Butler
- ☐ Camp Lejeune
- ☐ Camp Pendleton
- ☐ Cherry Point
- ☐ El Toro
- ☐ Henderson Hall
- ☐ Iwakuni
- ☐ Kaneohe Bay/Camp Smith
- ☐ Kansas City
- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

### 2. Are you:

- ☐ Active duty Marine
- ☐ Spouse of active duty Marine
- ☐ Active duty, other service
- ☐ Spouse of active duty, other service
- ☐ Other

### 3. If active duty member, please enter your SSN. If spouse, please enter your sponsor's SSN, and have him/her sign indicating approval to use his/her SSN:

*(Write numbers in boxes, then blacken appropriate circle in each column.)*

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### 4. Are you and your spouse both active duty Marines?

- ☐ Yes
- ☐ No
- ☐ N/A, not married

*Please continue on reverse side →*

5. In which component of the Family Advocacy Program are you presently involved?
- ☐ Workshop/seminar
  - ☐ Counseling
  - ☐ New Parent Support Program
  - ☐ Other
6. Are you participating in this program because of:
- ☐ Command referral
  - ☐ Personal interest
  - ☐ A reported incident
  - ☐ Other
7. To what extent do you think this program has helped you to cope with stress in appropriate ways?
- ☐ It has helped a great deal
  - ☐ It has helped quite a lot
  - ☐ It has helped somewhat
  - ☐ It has helped a little
  - ☐ It has not helped at all
8. To what extent do you think your personal relationships will change as a result of the skills you learned through this program? Will they:
- ☐ Greatly improve
  - ☐ Improve somewhat
  - ☐ Remain the same
  - ☐ Become somewhat worse
  - ☐ Become a lot worse
9. How much does the availability of this program contribute to your quality of life in the Marine Corps?
- ☐ A great deal
  - ☐ Quite a lot
  - ☐ Somewhat
  - ☐ A little
  - ☐ Not at all

10. Do you agree that providing this program helps participants cope with tensions between military and family roles?
- ☐ Strongly agree
  - ☐ Agree
  - ☐ Neither agree nor disagree
  - ☐ Disagree
  - ☐ Strongly disagree
11. Overall, how do you think this program affects the health and safety of Marines and their families?
- ☐ A great deal
  - ☐ Quite a lot
  - ☐ Somewhat
  - ☐ A little
  - ☐ Not at all
12. If you are participating in the New Parent Support Program (NPSP), how do you now feel about your parenting skills?
- ☐ Extremely confident
  - ☐ Confident
  - ☐ Somewhat more confident than I did
  - ☐ Still not very confident
  - ☐ Definitely not confident
13. Do you presently live in:
- ☐ Base housing
  - ☐ Military housing off the base
  - ☐ Civilian housing
14. What is the date you completed this survey?

DATE					
MO.		DAY		YR.	
0	0	0	0	0	0
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2	2	2	2	2	2
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**Thank you for your participation!**

# Marriage Enrichment Program Participant Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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## MARKING INSTRUCTIONS

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- \* **Erase cleanly and completely any changes you make.**
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- \* **Do not fold, tear, or mutilate this form.**



**WRONG MARKS:** 2 7 6 0

**RIGHT MARK:** ☒

- 1. Location (Base/Installation/Station):**

- ☐ Albany
- ☐ Barstow
- ☐ Beaufort
- ☐ Camp Butler
- ☐ Camp Lejeune
- ☐ Camp Pendleton
- ☐ Cherry Point
- ☐ El Toro
- ☐ Henderson Hall
- ☐ Iwakuni
- ☐ Kaneohe Bay/Camp Smith
- ☐ Kansas City
- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

- 2. Are you:**

- ☐ Active duty Marine
- ☐ Spouse of active duty Marine
- ☐ Active duty, other service
- ☐ Spouse of active duty, other service
- ☐ Other

- 3. If active duty member, please enter your SSN. If spouse, please enter your sponsor's SSN, and have him/her sign indicating approval to use his/her SSN:**

(Write numbers in boxes, then blacken appropriate circle in each column.)

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2	2	2	2	2	2	2	2
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- 4. Are you and your spouse both active duty Marines?**

- ☐ Yes  
☐ No

- 5. How long have you and your spouse been married?**

- ☐ Less than one year
- ☐ 1 to 5 years
- ☐ 5 to 10 years
- ☐ More than 10 years

**Please continue on reverse side →**

6. How did you learn about the Marriage Enrichment Program offered at this installation?

- ☐ From a volunteer
- ☐ From a friend
- ☐ From a briefing
- ☐ From a media announcement
- ☐ Other

7. How do you think this program has helped you and your spouse to cope with the stresses of military life?

- ☐ It has helped a great deal
- ☐ It has helped quite a lot
- ☐ It has helped somewhat
- ☐ It has helped a little
- ☐ It has not helped at all

8. To what extent do you think your relationship with your spouse will change as a result of the skills you learned through this program? Will it:

- ☐ Greatly improve
- ☐ Improve somewhat
- ☐ Remain the same
- ☐ Become somewhat worse
- ☐ Become a lot worse

9. How much does the availability of this program contribute to your quality of life in the Marine Corps?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

10. Do you agree that providing this program helps participants to better manage the tension between military and family demands?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

11. After participating in this program, do you find that you are more satisfied or less satisfied with the military life style?

- ☐ Much more satisfied
- ☐ Somewhat more satisfied
- ☐ About the same as before
- ☐ Somewhat less satisfied
- ☐ Much less satisfied

12. Do you presently live in:

- ☐ Base housing
- ☐ Military housing off the base
- ☐ Civilian housing

13. What is the date you completed this survey?

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MO.	DAY	YR.
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**Thank you for your participation!**



# Family Member Employment Assistance Program Participant Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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## MARKING INSTRUCTIONS

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**WRONG MARKS:**

**RIGHT MARK:**

### 1. Location (Base/Installation/Station):

- ☐ Albany
- ☐ Barstow
- ☐ Beaufort
- ☐ Camp Butler
- ☐ Camp Lejeune
- ☐ Camp Pendleton
- ☐ Cherry Point
- ☐ El Toro
- ☐ Henderson Hall
- ☐ Iwakuni
- ☐ Kaneohe Bay/Camp Smith
- ☐ Kansas City
- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

### 2. Are you:

- ☐ Spouse of active duty Marine
- ☐ Spouse of active duty, other service
- ☐ Other

### 3. Please enter your sponsor's SSN, and have him/her sign indicating approval to use his/her SSN:

*(Write numbers in boxes, then blacken appropriate circle in each column.)*

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### 4. Which of the program components have you used or been part of? *(Mark all that apply.)*

- ☐ Job referral
- ☐ Job search
- ☐ "Job Ready" workshops
- ☐ Career counseling
- ☐ Individual Career Plan
- ☐ Job Fair
- ☐ Other

**Please continue on reverse side →**

5. How did you learn of this program?

- ☐ From a volunteer
- ☐ From a friend
- ☐ From a briefing
- ☐ From a media announcement
- ☐ Other

6. Which of the following best describes your situation?

- ☐ Preparing to enter the job market for the first time
- ☐ Preparing to re-enter the job market after a period of unemployment
- ☐ Preparing to re-enter the job market after a recent PCS move
- ☐ Seeking to upgrade your skills in order to enter a new job field
- ☐ Seeking another job in the same field as your previous employment
- ☐ Other

7. As a result of this program, do you think your job skills have:

- ☐ Improved a great deal
- ☐ Improved quite a lot
- ☐ Improved somewhat
- ☐ Improved very little
- ☐ Not improved at all

8. Since participating in this program, do you think your chances of getting the type of job you want are:

- ☐ Much better than before
- ☐ Quite a bit better than before
- ☐ Somewhat better than before
- ☐ Just barely better than before
- ☐ The same as before

9. How much will the services of this program contribute to the financial well-being of your family in the long run?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

10. How much does the availability of this program contribute to your quality of life in the Marine Corps?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

11. Do you agree that providing family member employment assistance is one way the Marine Corps shows its concern for members and their families?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

12. How much do you think this program has contributed to your satisfaction with military life?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

13. What impact, if any, does your ability to obtain employment have on the retention decisions of your spouse?

- ☐ A significant impact
- ☐ Considerable impact
- ☐ Some impact
- ☐ Very little impact
- ☐ No impact

14. Do you presently live in:

- ☐ Base housing
- ☐ Military housing off the base
- ☐ Civilian housing

15. What is the date you completed this survey?

DATE		
MO.	DAY	YR.
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**Thank you for your participation!**

# Financial Management Participant Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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## MARKING INSTRUCTIONS

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- \* **Erase cleanly and completely any changes you make.**
- \* **Make black marks that fill the circle.**
- \* **Do not make stray marks on the form.**
- \* **Do not fold, tear, or mutilate this form.**



**WRONG MARKS:**

**RIGHT MARK:**

### 1. Location (Base/Installation/Station):

- ☐ Albany
- ☐ Barstow
- ☐ Beaufort
- ☐ Camp Butler
- ☐ Camp Lejeune
- ☐ Camp Pendleton
- ☐ Cherry Point
- ☐ El Toro
- ☐ Henderson Hall
- ☐ Iwakuni
- ☐ Kaneohe Bay/Camp Smith
- ☐ Kansas City
- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

### 2. Are you:

- ☐ Active duty Marine
- ☐ Spouse of active duty Marine
- ☐ Active duty, other service
- ☐ Spouse of active duty, other service
- ☐ Other

### 3. If active duty member, please enter your SSN. If spouse, please enter your sponsor's SSN, and have him/her sign indicating approval to use his/her SSN:

*(Write numbers in boxes, then blacken appropriate circle in each column.)*

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### 4. Which of the program components have you attended or been part of? (Mark all that apply.)

- ☐ Briefings
- ☐ Workshops or seminars
- ☐ Counseling
- ☐ Other

*Please continue on reverse side* →

5. How did you learn of this program?

- ☐ Command referral
- ☐ From a volunteer
- ☐ From a friend
- ☐ From a briefing
- ☐ From a media announcement
- ☐ Other

6. Which of the following was the primary reason for your participation in the financial management program?

- ☐ Needing help with finances
- ☐ Planning for retirement
- ☐ Wanting to learn more about investment options
- ☐ Other

7. How relevant to your own situation were the seminars or workshops you attended?

- ☐ Extremely relevant
- ☐ Quite relevant
- ☐ Barely relevant
- ☐ Not very relevant
- ☐ Not relevant at all
- ☐ N/A, have not attended any seminars or workshops

8. As a result of this program, do you think your finances will:

- ☐ Improve a great deal
- ☐ Improve quite a lot
- ☐ Improve somewhat
- ☐ Improve very little
- ☐ Not improve at all

9. Since participating in this program, how much do you plan to change your behavior with regard to finances?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

10. What effect do you think the financial skills you learned in this program will have on the amount of stress in your life?

- ☐ Reduce stress in my life a great deal
- ☐ Reduce stress in my life quite a lot
- ☐ Reduce stress in my life somewhat
- ☐ Reduce stress in my life very little
- ☐ Make no difference in the stress in my life

11. Do you agree that you will be able to concentrate more on your military duties if your financial affairs are in better order?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

12. How much does the availability of this program contribute to your quality of life in the Marine Corps?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

13. What impact do you think this program will ultimately have on your/your family's satisfaction with military life?

- ☐ A significant impact
- ☐ Considerable impact
- ☐ Some impact
- ☐ Very little impact
- ☐ No impact

14. Do you presently live in:

- ☐ Base housing
- ☐ Military housing off the base
- ☐ Civilian housing

15. What is the date you completed this survey?

DATE					
MO.		DAY		YR.	
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**Thank you for your participation!**

# Relocation Assistance Program Participant Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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## MARKING INSTRUCTIONS

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- \* **Do not make stray marks on the form.**
- \* **Do not fold, tear, or mutilate this form.**



**WRONG MARKS:**

**RIGHT MARK:**

### 1. Location (Base/Installation/Station):

- ☐ Albany
- ☐ Barstow
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- ☐ Camp Lejeune
- ☐ Camp Pendleton
- ☐ Cherry Point
- ☐ El Toro
- ☐ Henderson Hall
- ☐ Iwakuni
- ☐ Kaneohe Bay/Camp Smith
- ☐ Kansas City
- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

### 2. Are you:

- ☐ Active duty Marine
- ☐ Spouse of active duty Marine
- ☐ Active duty, other service
- ☐ Spouse of active duty, other service
- ☐ Other

3. If active duty member, please enter your SSN. If spouse, please enter your sponsor's SSN, and have him/her sign indicating approval to use his/her SSN: \_\_\_\_\_  
(Write numbers in boxes, then blacken appropriate circle in each column.)

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4. Are you and your spouse both active duty Marines?

- ☐ Yes
- ☐ No
- ☐ N/A, not married

5. Which of the program components have you attended or been part of? (Mark all that apply.)

- ☐ Pre-Departure briefings
- ☐ SITES
- ☐ Cultural Adaption seminars
- ☐ Sponsorship Program
- ☐ "Welcome Aboard" briefings
- ☐ Newcomer Assistance
- ☐ Other

Please continue on reverse side →

6. Is this move:

- ☐ CONUS to CONUS
- ☐ CONUS to Overseas
- ☐ Overseas to CONUS
- ☐ Overseas to Overseas

7. Did you hear from your assigned personnel sponsor? (Mark all that apply.)

- ☐ Before your PCS move
- ☐ After arrival at your new station
- ☐ I have had no contact with my sponsor

8. Do you agree that this program helps members to concentrate more quickly on their new duties rather than details of their relocation?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

9. What impact do you think this program will ultimately have on your/your family's satisfaction with military life?

- ☐ Significant impact
- ☐ Considerable impact
- ☐ Some impact
- ☐ Very little impact
- ☐ No impact

10. Do you agree that providing relocation assistance is one way the Marine Corps shows its concern for members and their families?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

11. How much do you think the availability of this program contributes to quality of life in the Marine Corps?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

12. What is the date you completed this survey?

DATE					
MO.		DAY		YR.	
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**Thank you for your participation!**

# Substance Abuse Educational Program Participant Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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## MARKING INSTRUCTIONS

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WRONG MARKS:

RIGHT MARK:

### 1. Location (Base/Installation/Station):

- ☐ Albany
- ☐ Barstow
- ☐ Beaufort
- ☐ Camp Butler
- ☐ Camp Lejeune
- ☐ Camp Pendleton
- ☐ Cherry Point
- ☐ El Toro
- ☐ Henderson Hall
- ☐ Iwakuni
- ☐ Kaneohe Bay/Camp Smith
- ☐ Kansas City
- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

### 2. Please indicate which educational component you are participating in:

- ☐ Substance Abuse Information Course (SAIC)
- ☐ Substance Abuse Prevention Workshop
- ☐ Junior/Senior Leaders' Substance Abuse Awareness Seminar
- ☐ IMPACT
- ☐ AWARE
- ☐ Other

### 3. Please enter your SSN. (Write numbers in boxes, then blacken appropriate circle in each column.)

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1	1	1	1	1	1	1	1	1	1
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### 4. Did you previously receive training about substance abuse as part of PME?

- ☐ Yes
- ☐ No
- ☐ Don't recall

### 5. Have you ever undergone screening at the SAAC following an incident involving drugs or alcohol?

- ☐ Yes
- ☐ No

Please continue on reverse side →

6. How much influence do you think educational programs about substance abuse have had in moving Marines toward a healthier life style?

- ☐ A great deal of influence
- ☐ Quite a lot of influence
- ☐ Some influence
- ☐ Very little influence
- ☐ No influence

7. How much impact do you think this program has on the health and safety of Marines and their family members?

- ☐ Great impact
- ☐ Considerable impact
- ☐ Some impact
- ☐ Very little impact
- ☐ No impact

8. In your opinion, how likely is it that participants in this program learn skills to help them improve their personal relationships?

- ☐ Extremely likely
- ☐ Generally likely
- ☐ Somewhat likely
- ☐ Barely likely
- ☐ Not at all likely

9. Do you agree that this program has a positive impact on performance?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

10. How much do you think this program contributes to the readiness of your unit?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

11. In your opinion, how much does this program contribute to quality of life in the Marine Corps?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

12. Overall, how effective would you say this program is?

- ☐ Extremely effective
- ☐ Generally effective
- ☐ Somewhat effective
- ☐ Barely effective
- ☐ Not effective

13. Do you presently live in:

- ☐ Base housing
- ☐ Military housing off the base
- ☐ Civilian housing

14. What is the date you completed this survey?

DATE					
MO.		DAY		YR.	
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**Thank you for your participation!**



# Substance Abuse Treatment Program Participant Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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WRONG MARKS:

RIGHT MARK:

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- ☐ El Toro
- ☐ Henderson Hall
- ☐ Iwakuni
- ☐ Kaneohe Bay/Camp Smith
- ☐ Kansas City
- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

### 2. Before you entered this treatment program, which of the following classes/seminars/workshops had you attended? (Mark all that apply.)

- ☐ Substance abuse classes as part of PME
- ☐ Substance Abuse Information Course (SAIC)
- ☐ Substance Abuse Prevention Workshop
- ☐ Junior/Senior Leaders' Substance Abuse Awareness Seminar
- ☐ IMPACT
- ☐ AWARE
- ☐ Other
- ☐ None

### 3. Please enter your SSN. (Write numbers in boxes, then blacken appropriate circle in each column.)

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8	8	8	8	8	8	8	8	8	8
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### 4. Have you ever been in a substance abuse treatment program before this one?

- ☐ Yes
- ☐ No

### 5. Have you been involved in the past in other reported incidents involving alcohol or drug abuse

- ☐ Yes, once
- ☐ Yes, more than once
- ☐ No

Please continue on reverse side →

6. Do you believe that you will lead a healthier life style as a result of this program?

- ☐ Yes, much healthier
- ☐ Yes, somewhat healthier
- ☐ About the same
- ☐ No, no change
- ☐ Don't know

7. How much impact do you think your participation in this program will have on the health and welfare of your spouse and/or children?

- ☐ I do not have a spouse or children
- ☐ Great impact
- ☐ Considerable impact
- ☐ Some impact
- ☐ Very little impact
- ☐ No impact

8. As a result of the skills you have learned in this program, how do you think your personal relationships will change? Will they:

- ☐ Greatly improve
- ☐ Improve somewhat
- ☐ Remain the same
- ☐ Become somewhat less positive
- ☐ Become a lot worse

9. What impact do you think this program is likely to have on your performance of your military duties?

- ☐ My performance will improve greatly
- ☐ My performance will improve somewhat
- ☐ My performance will probably be about the same
- ☐ My performance will not be quite as good
- ☐ My performance is likely to be much worse

10. Do you think that you will be more valuable or less valuable to the Marine Corps after participation in this treatment program?

- ☐ I will be much more valuable to the Marine Corps as a result of what I have learned in this treatment program
- ☐ I will be somewhat more valuable to the Marine Corps as a result of what I have learned in this treatment program
- ☐ There will be no difference in my value to the Marine Corps as a result of this treatment program
- ☐ I will be less valuable to the Marine Corps after participation in this program
- ☐ I will be much less valuable to the Marine Corps as a result of this program

11. How would you rate the contribution of this program to your personal readiness?

- ☐ Program makes a large and significant contribution
- ☐ A considerable contribution
- ☐ Some contribution
- ☐ Very little contribution
- ☐ No contribution to personal readiness

12. How would you rate the contribution of this program to quality of life in the Marine Corps?

- ☐ Program makes a large and significant contribution
- ☐ A considerable contribution
- ☐ Some contribution
- ☐ Very little contribution
- ☐ No contribution to quality of life

13. Do you presently live in:

- ☐ Base housing
- ☐ Military housing off the base
- ☐ Civilian housing

14. What is the date you completed this survey?

DATE		
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**Thank you for your participation!**

# Voluntary Education Program Participant Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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WRONG MARKS:

RIGHT MARK:

### 1. Location (Base/Installation/Station):

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- ☐ Henderson Hall
- ☐ Iwakuni
- ☐ Kaneohe Bay/Camp Smith
- ☐ Kansas City
- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

### 2. Which of the following voluntary education programs are you currently participating in?

- ☐ Military Academic Skills Program (MASP)
- ☐ Military Academic Credit Exam (MACE)
- ☐ Service Member Opportunities Colleges (SOCMAR)
- ☐ MC Satellite Education Network (MCSEN)
- ☐ Defense Activity Non-Traditional Educational Support Program (DANTES)
- ☐ Apprenticeship Program
- ☐ Program for Afloat College Education (PACE)

### 3. Please enter your SSN. (Write numbers in boxes, then blacken appropriate circle in each column.)

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### 4. Through voluntary education programs offered by USMC, which of the following accomplishments have you completed? (Mark all that apply.)

- ☐ Earned your high school diploma
- ☐ Earned an AA degree
- ☐ Earned a Bachelors degree
- ☐ Earned an advanced degree
- ☐ Completed two or more college semesters
- ☐ Earned and Apprenticeship Certificate
- ☐ Taken one or more CLEP/DSST exams
- ☐ Achieved academic credit for military duty

Please continue on reverse side →

5. Have any of your family members taken advantage of the family provisions of SOCMAR?

- ☐ Yes  
☐ No  
☐ N/A

6. Do you think your educational achievements have given you a more positive self-concept and more self-confidence?

- ☐ Definitely yes  
☐ Maybe yes  
☐ No opinion  
☐ Maybe not  
☐ Definitely not

7. What impact does the availability of these educational programs have on your intentions to re-enlist?

- ☐ A great impact  
☐ Considerable impact  
☐ Some impact  
☐ Very little impact  
☐ No impact

8. How do you think your value to the Marine Corps will change as a consequence of your participation in USMC sponsored educational programs?

- ☐ I will be of much greater value to the MC  
☐ I will be of considerably more value  
☐ My value to the MC will be about the same  
☐ I think I will have somewhat less value  
☐ I will be of much less value to the MC

9. What effect do you think your participation in educational programs is likely to have on your performance of your military duties?

- ☐ My performance will improve a great deal  
☐ My performance will improve somewhat  
☐ My performance will probably be about the same  
☐ My performance will not be quite as good  
☐ My performance is likely to be much worse

10. Do you agree that providing educational programs is one way the Marine Corps shows its concern for members and their families?

- ☐ Strongly agree  
☐ Agree  
☐ Neither agree nor disagree  
☐ Disagree  
☐ Strongly disagree

11. In your opinion, how much does this program contribute to quality of life in the Marine Corps?

- ☐ A great deal  
☐ Quite a lot  
☐ Somewhat  
☐ A little  
☐ Not at all

12. How much did the availability of these educational programs influence your original decision to enlist in the Marine Corps?

- ☐ A great deal  
☐ Quite a lot  
☐ Somewhat  
☐ A little  
☐ Not at all

13. Would you have been able to enroll in a similar educational program without Tuition Assistance?

- ☐ Yes  
☐ Maybe  
☐ No  
☐ N/A

14. Do you presently live in:

- ☐ Base housing  
☐ Military housing off the base  
☐ Civilian housing

15. What is the date you completed this survey?

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**Thank you for your participation!**

# Food and Hospitality Program Patron Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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## MARKING INSTRUCTIONS

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WRONG MARKS:

RIGHT MARK:

### 1. Location (Base/Installation/Station):

- ☐ Albany
- ☐ Barstow
- ☐ Beaufort
- ☐ Camp Butler
- ☐ Camp Lejeune
- ☐ Camp Pendleton
- ☐ Cherry Point
- ☐ El Toro
- ☐ Henderson Hall
- ☐ Iwakuni
- ☐ Kaneohe Bay/Camp Smith
- ☐ Kansas City
- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

### 2. Are you:

- ☐ Active duty Marine
- ☐ Spouse of active duty Marine
- ☐ Active duty, other service
- ☐ Spouse of active duty, other service
- ☐ Other

### 3. If active duty member, please enter your SSN. If spouse, please enter your sponsor's SSN, and have him/her sign indicating approval to use his/her SSN: \_\_\_\_\_

(Write numbers in boxes, then blacken appropriate circle in each column.)

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### 4. At which type of food establishment are you being asked to complete this questionnaire?

- ☐ Restaurant
- ☐ Enlisted Club
- ☐ SNCO Club
- ☐ Officers Club
- ☐ Consolidated Club
- ☐ Snack Bar at a bowling center
- ☐ Snack Bar at a golf course
- ☐ Other

Please continue on reverse side →

5. On the average, how often do you visit this establishment?

- ☐ Daily
- ☐ Several times each week
- ☐ Once a week
- ☐ Several times each month
- ☐ Once a month
- ☐ Several times a year

6. At what time of day are you most likely to come here?

- ☐ Breakfast time
- ☐ Lunch time
- ☐ Late afternoon
- ☐ Early evening
- ☐ Dinner time
- ☐ After dinner
- ☐ Late night

7. Do you visit this food establishment on base more often or less often than you visit similar facilities off the base?

- ☐ Much more often
- ☐ Somewhat more often
- ☐ About the same
- ☐ Somewhat less often
- ☐ Much less often

8. What is it about this establishment that makes you want to come here? (Mark all that apply.)

- ☐ Because it's convenient
- ☐ Because it cost less
- ☐ Because it's quick
- ☐ Because it's familiar
- ☐ Because it's a sociable place
- ☐ Because the food is good
- ☐ Because I feel comfortable here

9. Compared to off-base restaurants, bars, or clubs in the community, does this place offer more or less opportunity for socializing?

- ☐ A lot less opportunity
- ☐ Somewhat less opportunity
- ☐ About the same opportunity
- ☐ Somewhat more opportunity
- ☐ A lot more opportunity

10. Do you agree that providing facilities, such as this one, on base is one way the Marine Corps shows its concern for members and their families?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

11. How much do you think having such facilities contributes to quality of life in the Marine Corps?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

12. How much do you think these snack bars, restaurants, and clubs contribute to family satisfaction with military life?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

13. Do you presently live in:

- ☐ Base housing
- ☐ Military housing off the base
- ☐ Civilian housing

14. What is the date you completed this survey?

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**Thank you for your participation!**

# Food and Hospitality Program Temporary Lodging Facility Patron Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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## MARKING INSTRUCTIONS

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WRONG MARKS:

RIGHT MARK:

### 1. Location (Base/Installation/Station):

- ☐ Albany
- ☐ Barstow
- ☐ Beaufort
- ☐ Camp Butler
- ☐ Camp Lejeune
- ☐ Camp Pendleton
- ☐ Cherry Point
- ☐ El Toro
- ☐ Henderson Hall
- ☐ Iwakuni
- ☐ Kaneohe Bay/Camp Smith
- ☐ Kansas City
- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

### 2. Are you:

- ☐ Active duty Marine
- ☐ Spouse of active duty Marine
- ☐ Active duty, other service
- ☐ Spouse of active duty, other service
- ☐ Other

### 3. If active duty member, please enter your SSN. If spouse, please enter your sponsor's SSN, and have him/her sign indicating approval to use his/her SSN:

*(Write numbers in boxes, then blacken appropriate circle in each column.)*

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### 4. What is the situation that brings you here?

- ☐ PCS move to this duty station
- ☐ Temporary Additional Duty (TAD)
- ☐ On vacation/personal travel
- ☐ Between two residencies at the same base
- ☐ Other

*Please continue on reverse side* →

5. **What is the primary reason that you choose to stay in this facility while waiting for your housing assignment?**

- ☐ It is more affordable than other options
- ☐ It is more convenient than other options
- ☐ It is more attractive than other options
- ☐ Feel less isolated, more welcomed at a military facility
- ☐ Provides an opportunity to miliar with new duty station
- ☐ No information about other options
- ☐ Other
- ☐ Not appl;icable

6. **How long was your stay at this Temproary Lodging Facility?**

- ☐ One day
- ☐ Less than 3 days
- ☐ 3 days to 1 week
- ☐ Between 1 and 2 weeks
- ☐ More than 2 weeks
- ☐ More than 1 month

7. **Do you agree that having Temporary Lodging Facilities reduces the stress of frequent relocations that are part of military life?**

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

8. **Do you agree that having Temporary Lodging Facilities, such as this one, is one way the Marine Corps shows concern for its members and their families?**

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

9. **How much do you think having such facilities contributes to quality of life in the Marine Corps?**

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

10. **How much do you think facilities like these contribute to family satisfaction with military life style?**

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

11. **Will you be moving into:**

- ☐ Base housing
- ☐ Military housing off the base
- ☐ Civilian housing
- ☐ Not applicable

12. **What is the date you completed this survey?**

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**Thank you for your participation!**



# USMC Libraries Program Patron Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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**WRONG MARKS:**

**RIGHT MARK:**

### 1. Location (Base/Installation/Station):

- ☐ Albany
- ☐ Barstow
- ☐ Beaufort
- ☐ Camp Butler
- ☐ Camp Lejeune
- ☐ Camp Pendleton
- ☐ Cherry Point
- ☐ El Toro
- ☐ Henderson Hall
- ☐ Iwakuni
- ☐ Kaneohe Bay/Camp Smith
- ☐ Kansas City
- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

### 2. Are you:

- ☐ Active duty Marine
- ☐ Spouse of active duty Marine
- ☐ Active duty, other service
- ☐ Spouse of active duty, other service
- ☐ Other

3. If active duty member, please enter your SSN. If spouse, please enter your sponsor's SSN, and have him/her sign indicating approval to use his/her SSN: \_\_\_\_\_  
(Write numbers in boxes, then blacken appropriate circle in each column.)

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4. For what purpose do you use the base library? (Mark all that apply.)

- ☐ Leisure reading materials
- ☐ Materials relevant to your voluntary education program
- ☐ Materials relevant to your MOS
- ☐ Computer access
- ☐ CDs and video tapes
- ☐ Children's literature and/or programs
- ☐ Inter-library loans
- ☐ As a quiet place to study
- ☐ Other

Please continue on reverse side →

5. Do you have children of school age?

- ☐ Yes  
☐ No

6. Do you (and your family, if any) use the base library more or less frequently than you use community libraries off-base?

- ☐ Much more frequently  
☐ Somewhat more frequently  
☐ About the same  
☐ Somewhat less frequently  
☐ Much less frequently

7. Normally, how successful are you in obtaining the materials or information you need at this base library?

- ☐ Almost always  
☐ More successful than not  
☐ Successful about half the time  
☐ More likely to be unsuccessful  
☐ Almost never

8. What effect do you think the base libraries have on morale?

- ☐ An extremely positive effect  
☐ A significant positive effect  
☐ Some positive effect  
☐ Very little effect  
☐ No effect at all

9. What contribution does the base library make to your educational program?

- ☐ A significant contribution  
☐ Considerable contribution  
☐ Some contribution  
☐ Very little contribution  
☐ No contribution  
☐ N/A, not enrolled in an educational program

10. What contribution does the base library make to your leisure enjoyment?

- ☐ A significant contribution  
☐ Considerable contribution  
☐ Some contribution  
☐ Very little contribution  
☐ No contribution

11. Do you agree that providing libraries is one way the Marine Corps shows its concern for members and their families?

- ☐ Strongly agree  
☐ Agree  
☐ Neither agree nor disagree  
☐ Disagree  
☐ Strongly disagree

12. How much do you think this program contributes to quality of life in the Marine Corps?

- ☐ A great deal  
☐ Quite a lot  
☐ Somewhat  
☐ A little  
☐ Not at all

13. How much do you think this program contributes to family satisfaction with military life style?

- ☐ A great deal  
☐ Quite a lot  
☐ Somewhat  
☐ A little  
☐ Not at all

14. Do you presently live in:

- ☐ Base housing  
☐ Military housing off the base  
☐ Civilian housing

15. What is the date you completed this survey?

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*Thank you for your participation!*

# Physical Fitness Programs Patron Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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**WRONG MARKS:**

**RIGHT MARK:**

### 1. Location (Base/Installation/Station):

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- ☐ Beaufort
- ☐ Camp Butler
- ☐ Camp Lejeune
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- ☐ Kansas City
- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

### 2. Are you:

- ☐ Active duty Marine
- ☐ Spouse of active duty Marine
- ☐ Active duty, other service
- ☐ Spouse of active duty, other service
- ☐ Other

3. If active duty member, please enter your SSN. If spouse, please enter your sponsor's SSN, and have him/her sign indicating approval to use his/her SSN: \_\_\_\_\_  
(Write numbers in boxes, then blacken appropriate circle in each column.)

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4. Which of the components of USMC physical fitness programs have you used or participated in? (Mark all that apply.)

- ☐ Gyms
- ☐ Fitness Centers
- ☐ Intramural Sports
- ☐ Fitness Classes

Please continue on reverse side →

- 5. How frequently do you normally use the facilities at gyms and/or fitness centers?**

☐ Daily

☐ Several times a week

☐ Several times a month

☐ About once a month

☐ Less often than once a month

☐ N/A

- 6. How often do you normally use community gyms and/or fitness centers off base?**

☐ Daily  
☐ Several times a week  
☐ Several times a month  
☐ About once a month  
☐ Less often than once a month  
☐ N/A

- 7. Which of the following reflects your participation on intramural sports teams?**

- ☐ Usually on teams year round
- ☐ Usually on a couple of teams during the year
- ☐ Usually take part in one sport only
- ☐ N/A, don't play on any teams

- 8. Do you agree that the physical activities promoted by these programs help you to reduce stress?**

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

- 9. What effect do you think these programs and facilities have on morale?**

- ☐ An extremely positive effect
- ☐ A significant positive effect
- ☐ Some positive effect
- ☐ Very little effect
- ☐ No effect at all

- 10. What impact do you think physical fitness programs have on your health?**

☐ A significant impact

☐ Considerable impact

☐ Some impact

☐ Very little impact

☐ No impact

- 11. Do you agree that providing fitness programs and facilities is one way the Marine Corps shows its concern for members and their families?**

☐ Strongly agree  
☐ Agree  
☐ Neither agree nor disagree  
☐ Disagree  
☐ Strongly disagree

- 12. Many people say that fitness programs are an important part of social life. Do you agree?**

☐ Strongly agree  
☐ Agree  
☐ Neither agree nor disagree  
☐ Disagree  
☐ Strongly disagree

- 13. How much do you think the availability of these programs contributes to quality of life in the Marine Corps?**

☐ A great deal  
☐ Quite a lot  
☐ Somewhat  
☐ A little  
☐ Not at all

- 14. Do you think that physical fitness programs make a direct contribution to readiness?**

☐ Definitely yes  
☐ Maybe yes  
☐ No opinion  
☐ Maybe not  
☐ Definitely not

- 15. Do you presently live in:**

- ☐ Base housing
- ☐ Military housing off the base
- ☐ Civilian housing

- 16. What is the date you completed this survey?**

DATE					
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***Thank you for your participation!***

# Recreation Program: Area I Patron Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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## MARKING INSTRUCTIONS

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- \* Do NOT use ink, ballpoint or felt tip pens.
- \* Erase cleanly and completely any changes you make.
- \* Make black marks that fill the circle.
- \* Do not make stray marks on the form.
- \* Do not fold, tear, or mutilate this form.



WRONG MARKS:

RIGHT MARK:

### 1. Location (Base/Installation/Station):

- ☐ Albany
- ☐ Barstow
- ☐ Beaufort
- ☐ Camp Butler
- ☐ Camp Lejeune
- ☐ Camp Pendleton
- ☐ Cherry Point
- ☐ El Toro
- ☐ Henderson Hall
- ☐ Iwakuni
- ☐ Kaneohe Bay/Camp Smith
- ☐ Kansas City
- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

### 2. Are you:

- ☐ Active duty Marine
- ☐ Spouse of active duty Marine
- ☐ Active duty, other service
- ☐ Spouse of active duty, other service
- ☐ Other

3. If active duty member, please enter your SSN. If spouse, please enter your sponsor's SSN, and have him/her sign indicating approval to use his/her SSN: \_\_\_\_\_  
(Write numbers in boxes, then blacken appropriate circle in each column.)

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4. At which of these recreational facilities are you completing this questionnaire?

- ☐ Golf Course
- ☐ Bowling Center
- ☐ Other

Please continue on reverse side →

5. On average, how often do you use this facility for recreation?

- ☐ Several times a week
- ☐ Once a week
- ☐ Several times each month
- ☐ Once a month
- ☐ Less often than once a month

6. How often do you engage in this recreational activity off-base, at a similar facility in the civilian community?

- ☐ Several times a week
- ☐ Once a week
- ☐ Several times each month
- ☐ Once a month
- ☐ Less often than once a month

7. How would you compare these facilities here on base with those in the community?

- ☐ On-base facilities are much better than those in the community
- ☐ On-base facilities are somewhat better
- ☐ The base and community facilities are about the same
- ☐ Community facilities are somewhat better
- ☐ Community facilities are much better than those on base

8. What effect do you think these recreational programs have on morale at this base?

- ☐ An extremely positive effect on morale
- ☐ A significant positive effect
- ☐ Some positive effect
- ☐ Very little effect
- ☐ No effect on morale at all

9. Do you agree that providing facilities, such as this one, is one way the Marine Corps shows its concern for members and their families?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

10. Many people say that recreational activities such as this are an important part of their social lives. Do you agree?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

11. Do you agree that facilities for physical activities, such as these, help to maintain the health of Marines and their families?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

12. How much do you think having such facilities contributes to quality of life in the Marine Corps?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

13. How much do you think these recreational facilities contribute to family satisfaction with military life style?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

14. Do you presently live in:

- ☐ Base housing
- ☐ Military housing off the base
- ☐ Civilian housing

15. What is the date you completed this survey?

DATE					
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**Thank you for your participation!**

# Recreation Program: Area II Patron Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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WRONG MARKS:

RIGHT MARK:

### 1. Location (Base/Installation/Station):

- ☐ Albany
- ☐ Barstow
- ☐ Beaufort
- ☐ Camp Butler
- ☐ Camp Lejeune
- ☐ Camp Pendleton
- ☐ Cherry Point
- ☐ El Toro
- ☐ Henderson Hall
- ☐ Iwakuni
- ☐ Kaneohe Bay/Camp Smith
- ☐ Kansas City
- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

### 2. Are you:

- ☐ Active duty Marine
- ☐ Spouse of active duty Marine
- ☐ Active duty, other service
- ☐ Spouse of active duty, other service
- ☐ Other

3. If active duty member, please enter your SSN. If spouse, please enter your sponsor's SSN, and have him/her sign indicating approval to use his/her SSN: \_\_\_\_\_  
(Write numbers in boxes, then blacken appropriate circle in each column.)

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4. At which of these recreational facilities are you completing this questionnaire?

- ☐ Recreation Center
- ☐ Marine Lounge

Please continue on reverse side →

5. On average, how often do you spend time at this facility?

- ☐ Daily
- ☐ Several times a week
- ☐ Once a week
- ☐ Several times each month
- ☐ Once a month
- ☐ Less often than once a month

6. How would you rate the furnishings and/or equipment for leisure activities in this recreation center or lounge?

- ☐ Terrific
- ☐ Better than adequate
- ☐ Adequate
- ☐ Less than adequate
- ☐ Terrible

7. How likely are you to run into a friend if you stop by here?

- ☐ Almost always
- ☐ Fairly often
- ☐ About half the time
- ☐ Once in a while
- ☐ Almost never

8. What effect do you think these recreational facilities have on morale at this base?

- ☐ An extremely positive effect on morale
- ☐ A significant positive effect
- ☐ Some positive effect
- ☐ Very little effect
- ☐ No effect on morale at all

9. Do you agree that providing facilities such as recreation centers and lounges is one way the Marine Corps shows its concern for members?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

10. How much do facilities like this one contribute to your satisfaction with military life?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

11. How much do you think having facilities like this one contribute to quality of life in the Marine Corps?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

12. Do you presently live in:

- ☐ Base housing
- ☐ Military housing off the base
- ☐ Civilian housing

13. What is the date you completed this survey?

DATE					
MO.		DAY		YR.	
1	2	3	4	5	6
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13	14	15	16	17	18
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31	32	33	34	35	36
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43	44	45	46	47	48
49	50	51	52	53	54
55	56	57	58	59	60

**Thank you for your participation!**



# Recreation Program: Area III Patron Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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## MARKING INSTRUCTIONS

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WRONG MARKS:

RIGHT MARK:

### 1. Location (Base/Installation/Station):

- ☐ Albany
- ☐ Barstow
- ☐ Beaufort
- ☐ Camp Butler
- ☐ Camp Lejeune
- ☐ Camp Pendleton
- ☐ Cherry Point
- ☐ El Toro
- ☐ Henderson Hall
- ☐ Iwakuni
- ☐ Kaneohe Bay/Camp Smith
- ☐ Kansas City
- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

### 2. Are you:

- ☐ Active duty Marine
- ☐ Spouse of active duty Marine
- ☐ Active duty, other service
- ☐ Spouse of active duty, other service
- ☐ Other

3. If active duty member, please enter your SSN. If spouse, please enter your sponsor's SSN, and have him/her sign indicating approval to use his/her SSN: \_\_\_\_\_  
(Write numbers in boxes, then blacken appropriate circle in each column.)

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4. At which of these recreational facilities are you completing this questionnaire?

- ☐ Auto Hobby Shop
- ☐ Information, Tickets, & Tours Center
- ☐ Outdoor Recreation Center
- ☐ Recreational Equipment Check-out
- ☐ Other

Please continue on reverse side →

5. On the average, how often do you make use of the Auto Hobby Shop?

- ☐ Several times each week
- ☐ Once a week
- ☐ Several times each month
- ☐ Once a month
- ☐ Several times each year
- ☐ N/A, never

6. How often do you and/or your family use the I.T.T. Center?

- ☐ Several times each week
- ☐ Once a week
- ☐ Several times each month
- ☐ Once a month
- ☐ Several times each year
- ☐ N/A, never

7. On the average, how often do you participate in the Outdoor Recreation program?

- ☐ Several times each week
- ☐ Once a week
- ☐ Several times each month
- ☐ Once a month
- ☐ Several times each year
- ☐ N/A, never

8. On the average, how often do you check out recreational equipment?

- ☐ Several times each week
- ☐ Once a week
- ☐ Several times each month
- ☐ Once a month
- ☐ Several times each year
- ☐ N/A, never

9. What effect do you think these recreational programs have on morale at this base?

- ☐ An extremely positive effect on morale
- ☐ A significant positive effect
- ☐ Some positive effect
- ☐ Very little effect
- ☐ No effect on morale at all

10. Do you agree that providing recreational programs such as these is one way the Marine Corps shows its concern for members and their families?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

11. How much do you think having these recreational programs and facilities contributes to quality of life in the Marine Corps?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

12. How much do you think these recreational facilities contribute to family satisfaction with military life style?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

13. Do you presently live in:

- ☐ Base housing
- ☐ Military housing off the base
- ☐ Civilian housing

14. What is the date you completed this survey?

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**Thank you for your participation!**

# Retail Operations Program Patron Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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WRONG MARKS:

RIGHT MARK:

### 1. Location (Base/Installation/Station):

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- ☐ Barstow
- ☐ Beaufort
- ☐ Camp Butler
- ☐ Camp Lejeune
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- ☐ Kaneohe Bay/Camp Smith
- ☐ Kansas City
- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

### 2. Are you:

- ☐ Active duty Marine
- ☐ Spouse of active duty Marine
- ☐ Active duty, other service
- ☐ Spouse of active duty, other service
- ☐ Other

### 3. If active duty member, please enter your SSN. If spouse, please enter your sponsor's SSN, and have him/her sign indicating approval to use his/her SSN:

*(Write numbers in boxes, then blacken appropriate circle in each column.)*

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### 4. In which type of retail establishment are you completing this questionnaire?

- ☐ Base Exchange
- ☐ Convenience Store
- ☐ Other

Please continue on reverse side →

5. On average, how often do you shop in this establishment?

- ☐ Several times a week
- ☐ Once a week
- ☐ Several times each month
- ☐ Once a month
- ☐ Less often than once a month

6. What kind of products do you routinely purchase from the base exchange and/or convenience stores?

- ☐ Apparel and shoes
- ☐ Housewares
- ☐ Food items, snacks, and non-alcoholic beverages
- ☐ Health and beauty items (Cosmetics, toothpaste, shaving cream, etc.)
- ☐ Books, stationary, and greeting cards
- ☐ Electronics (CDs, tapes, videos, etc.)
- ☐ Sporting goods
- ☐ Toys
- ☐ Jewelry
- ☐ Alcohol and cigarettes
- ☐ Other

7. Are you aware that profits from the base exchange and retail establishments help support other programs and QOL initiatives on this base?

- ☐ Yes
- ☐ No

8. Please indicate how much value you place on the convenience of having retail establishments on base:

- ☐ Great value
- ☐ Considerable value
- ☐ Some value
- ☐ A little value
- ☐ No value at all

9. Do you agree that providing the base exchange and other retail services is one way the Marine Corps shows its concern for members and their families?

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree

10. How much do you think having retail services on -base contributes to quality of life in the Marine Corps?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

11. How much do these retail establishments contribute to your/your family's satisfaction with military life style?

- ☐ A great deal
- ☐ Quite a lot
- ☐ Somewhat
- ☐ A little
- ☐ Not at all

12. Are you and your spouse both active duty Marines?

- ☐ N/A, not married
- ☐ Yes
- ☐ No

13. Do you presently live in:

- ☐ Base housing
- ☐ Military housing off the base
- ☐ Civilian housing

14. What is the date you completed this survey?

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**Thank you for your participation!**

# Youth Programs Questionnaire

This questionnaire is one of several to find out how Marines and their families feel about the many support programs and services provided to you. Depending on the services or programs you use, you may be asked to fill out several different questionnaires to get your opinions.

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**WRONG MARKS:**

**RIGHT MARK:**

### 1. Location (Base/Installation/Station):

- ☐ Albany
- ☐ Barstow
- ☐ Beaufort
- ☐ Camp Butler
- ☐ Camp Lejeune
- ☐ Camp Pendleton
- ☐ Cherry Point
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- ☐ Miramar
- ☐ New River
- ☐ Parris Island
- ☐ Quantico
- ☐ San Diego
- ☐ Twentynine Palms
- ☐ Tustin
- ☐ Yuma

### 2. Are you:

- ☐ Active duty Marine
- ☐ Spouse of active duty Marine
- ☐ Active duty, other service
- ☐ Spouse of active duty, other service
- ☐ Other

### 3. If active duty member, please enter your SSN. If spouse, please enter your sponsor's SSN, and have him/her sign indicating approval to use his/her SSN: \_\_\_\_\_

*(Write numbers in boxes, then blacken appropriate circle in each column.)*

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9	9	9	9	9	9	9	9	9	9

### 4. In which of these USMC-sponsored programs is your child (or children) involved? (Mark all that apply.)

- ☐ Youth Center
- ☐ Youth sports
- ☐ Teen activities
- ☐ Summer camps
- ☐ Other

Please continue on reverse side →

9. **How much do you think youth programs contribute to quality of life in the Marine Corps?**
  - ☐ A great deal
  - ☐ Quite a lot
  - ☐ Somewhat
  - ☐ A little
  - ☐ Not at all
10. **How much do the youth programs contribute to your family satisfaction with military life style?**
  - ☐ A great deal
  - ☐ Quite a lot
  - ☐ Somewhat
  - ☐ A little
  - ☐ Not at all
11. **Does your child (or children) routinely go to the youth center before and/or after the school day?**
  - ☐ Yes
  - ☐ No
12. **Do you presently live in:**
  - ☐ Base housing
  - ☐ Military housing off the base
  - ☐ Civilian housing
13. **What is the date you completed this survey?**

DATE					
MO.		DAY		YR.	
0	0	0	0	0	0
1	1	1	1	1	1
	2	2	2	9	2
	3	3	3		3
	4		4		4
	5		5		5
	6		6		6
	7		7		7
	8		8		8
	9		9		9

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**Appendix B**  
**Distribution of Respondents by Program and Installation**

**Table B1**  
**Distribution of Respondents by Program and Installation**

<u>Program</u>	<u>Total</u>	<u>Pendleton</u>	<u>Twentynine Palms</u>	<u>Lejeune</u>	<u>Cherry Point</u>
Child Care	541	160	146	137	97
Counseling (non-FAP)	64	29	6	12	17
Deployment Support	352	40	36	179	97
Exceptional Family Member	105	3	3	64	35
Family Advocacy	123	68	6	23	26
Family Member Employment Assistance	174	23	20	109	22
Financial Management	234	54	51	129	0
Food and Hospitality					
Clubs & Restaurants	447	135	126	148	38
Temporary Lodging	91	77	14	0	0
Library	406	106	87	129	84
Marriage Enrichment	99	18	4	34	7
Physical Fitness	799	175	158	276	190
Recreation Programs I (Bowling Centers & Golf Course)	418	127	124	93	74
Recreation Programs II (Recreation Centers & Marine Lounges)	341	4	164	126	47
Recreation Programs III (Auto Shops, IT&T, Outdoor Recreation)	410	112	115	133	50
Relocation Assistance	431	199	19	181	32
Retail Operations	764	226	201	298	39
Substance Abuse					
Education	281	51	18	129	83
Treatment	154	4	1	73	76
Voluntary Education	505	198	95	154	58
Youth and Teen Program	129	1	51	67	10



**Appendix C**  
**Distribution of Respondents by Program and Housing Type**

**Table C1**

**Distribution of Respondents by Program and Housing Type**

<b><u>Program</u></b>	<b><u>Total</u></b>	<b><u>Military Housing</u></b>		<b><u>Civilian</u></b>
		<b><u>Base Housing</u></b>	<b><u>Off-Base</u></b>	<b><u>Housing</u></b>
Child Care	541	316 (59.1%)	37 (6.9%)	182 (34.0%)
Counseling (non-FAP)	64	26 (41.3%)	7 (11.1%)	30 (47.6%)
Deployment Support	352	170 (54.1%)	24 (7.6%)	120 (38.2%)
Exceptional Family Member	105	45 (43.7%)	4 (3.9%)	54 (52.4%)
Family Advocacy	123	72 (63.7%)	6 (5.3%)	35 (31.0%)
Family Member Employment Assistance	174	75 (44.1%)	18 (10.6%)	77 (45.3%)
Financial Management	234	147 (64.8%)	10 (4.4%)	70 (30.8%)
Food and Hospitality				
Clubs & Restaurants	447	219 (51.8%)	12 (2.8)	192 (45.4%)
Temporary Lodging	91 (n/a 51)	15 (16.5%)	2 (2.2%)	23 (25.3%)
Library	406	257 (65.1%)	20 (5.1%)	118 (29.9%)
Marriage Enrichment	99	38 (38.8%)	5 (5.1%)	55 (56.1%)
Physical Fitness	799	481 (62.6%)	35 (4.6%)	253 (32.9%)
Recreation Programs I (Bowling Centers & Golf Courses)	418	247 (60.5%)	11 (2.7%)	150 (36.8%)
Recreation Programs II (Recreation Centers & Marine Lounges)	341	268 (83.5%)	6 (1.9%)	47 (14.6%)
Recreation Programs III (Auto Shops, IT&T, Outdoor Recreation)	410	237 (59.7%)	10 (2.5%)	150 (37.8%)
Retail Operations	764	463 (62.7%)	31 (4.2%)	244 (33.1%)
Substance Abuse				
Education	281	199 (73.4%)	15 (5.5%)	57 (21.0%)
Treatment	154	108 (73.0%)	4 (2.7%)	36 (24.3%)
Voluntary Education	505	266 (55.2%)	14 (2.9%)	202 (41.9%)
Youth and Teen Program	129	75 (59.1%)	10 (7.9%)	42 (33.1%)

**Appendix D**  
**Examples of Output from QOLPAQS**

## **Frequency Report**

### **Frequency Statistics for the Substance Abuse Educational Program Participant Questionnaire**

**Location (Base/Installation/Station):**

	<b>Value</b>	<b>N</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Camp Lejeune	5	129	45.91	45.91
Camp Pendleton	6	51	18.15	64.06
Cherry Point	7	83	29.54	93.59
Twentynine Palms	18	18	6.41	100.00

**N: 281**

**Please indicate which educational component you are  
participating in:**

	<b>Value</b>	<b>N</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Substance Abuse Information Course (SAIC)	1	31	11.48	11.48
Substance Abuse Prevention Workshop	2	12	4.44	15.93
Junior/Senior Leaders' Substance Abuse Awareness Seminar	3	3	1.11	17.04
IMPACT	4	96	35.56	52.59
AWARE	5	13	4.81	57.41
Other	6	115	42.59	100.00

**N: 270**

### **Frequency Report (Contd)**

#### **Frequency Statistics for the Substance Abuse Educational Program Participant Questionnaire**

**Did you previously receive training about substance  
abuse as part of PME?**

	<b>Value</b>	<b>N</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Yes	1	144	51.61	51.61
No	2	97	34.77	86.38
Don't recall	3	38	13.62	100.00

**N: 279**

**Have you ever undergone screening at the SAAC  
following an incident involving drugs or alcohol?**

	<b>Value</b>	<b>N</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Yes	1	125	44.80	44.80
No	2	154	55.20	100.00

**N: 279**

## **Frequency Report (Contd)**

### **Frequency Statistics for the Substance Abuse Educational Program Participant Questionnaire**

**How much influence do you think educational  
programs about substance abuse have had in moving  
Marines toward a healthier life style?**

	<b>Value</b>	<b>N</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
A great deal of influence	1	64	22.78	22.78
Quite a lot of influence	2	73	25.98	48.75
Some influence	3	108	38.43	87.19
Very little influence	4	31	11.03	98.22
No influence	5	5	1.78	100.00

**N: 281**

**How much impact do you think this program has on  
the health and safety of Marines and their family  
members?**

	<b>Value</b>	<b>N</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
A great impact	1	79	28.11	28.11
Considerable impact	2	96	34.16	62.28
Some impact	3	88	31.32	93.59
Very little impact	4	16	5.69	99.29
No impact	5	2	0.71	100.00

**N: 281**

## **Frequency Report (Contd)**

### **Frequency Statistics for the Substance Abuse Educational Program Participant Questionnaire**

**In your opinion, how likely is it that participants in this program learn skills to help them improve their personal relationships?**

	<b>Value</b>	<b>N</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Extremely likely	1	78	27.86	27.86
Generally likely	2	120	42.86	70.71
Somewhat likely	3	72	25.71	96.43
Barely likely	4	9	3.21	99.64
Not at all likely	5	1	0.36	100.00

**N: 280**

**Do you agree that this program has a positive impact on performance?**

	<b>Value</b>	<b>N</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Strongly agree	1	98	34.88	34.88
Agree	2	132	46.98	81.85
Neither agree nor disagree	3	48	17.08	98.93
Disagree	4	3	1.07	100.00

**N: 281**

## **Frequency Report (Contd)**

### **Frequency Statistics for the Substance Abuse Educational Program Participant Questionnaire**

**How much do you think this program contributes to  
the readiness of your unit?**

	<b>Value</b>	<b>N</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
A great deal	1	57	20.36	20.36
Quite a lot	2	79	28.21	48.57
Somewhat	3	96	34.29	82.86
A little	4	38	13.57	96.43
Not at all	5	10	3.57	100.00

**N: 280**

**In your opinion, how much does this program  
contribute to quality of life in the Marine Corps?**

	<b>Value</b>	<b>N</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
A great deal	1	64	22.78	22.78
Quite a lot	2	94	33.45	56.23
Somewhat	3	85	30.25	86.48
A little	4	31	11.03	97.51
Not at all	5	7	2.49	100.00

**N: 281**



### **Frequency Report (Contd)**

#### **Frequency Statistics for the Substance Abuse Educational Program Participant Questionnaire**

**Overall, how effective would you say this program is?**

	<b>Value</b>	<b>N</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Extremely effective	1	74	26.33	26.33
Generally effective	2	135	48.04	74.38
Somewhat effective	3	63	22.42	96.80
Barely effective	4	9	3.20	100.00

**N: 281**

**Do you presently live in:**

	<b>Value</b>	<b>N</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Base housing	1	199	73.43	73.43
Military housing off the base	2	15	5.54	78.97
Civilian housing	3	57	21.03	100.00

**N: 271**

# Analysis of Variance Report

## Child Care Patron Questionnaire

### Analysis of Variance

#### *Alternate by Location*

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	19.752	3	6.584	4.082	p < .05
Within Groups	811.293	503	1.613		
Total	831.045	506			

There is a significant difference between a person's Duty Location and "How difficult would it be to find alternate, affordable child care if this program was not available?" (See comparisons below)

Duty Locations		T Value
Camp Lejeune Mean = 2.624	Camp Pendleton Cherry Point Twentynine Palms	4.709 * 2.415 1.348
Camp Pendleton Mean = 2.113	Camp Lejeune Cherry Point Twentynine Palms	-4.709 * -1.798 -3.432
Cherry Point Mean = 2.326	Camp Lejeune Camp Pendleton Twentynine Palms	-2.415 1.798 -1.232
Twentynine Palms Mean = 2.475	Camp Lejeune Camp Pendleton Cherry Point	-1.348 3.432 1.232

\* The mean difference is significant at the p < .05 level (T >= 3.63).

## **Distribution List**

Assistant Secretary of the Navy (Manpower and Reserve Affairs)  
Deputy Assistant Secretary of the Navy (Manpower and Reserve Affairs)  
Assistant Secretary of the Navy (Manpower and Reserve Affairs) (OASN) (M&RA)  
Office of Naval Research (Code 342), (Code 00MC)  
Navy Personnel Command (NPC-6)  
Commandant of the Marine Corps (Assistant DC/S M&RA), (MP), (MI), (MR), (MA)  
Director, Army Research Institute (PERI-ZT), Alexandria, VA  
Human Resources Directorate, Technical Library, AL/HR-SDKL, Brooks Air Force Base, TX  
Naval Postgraduate School  
Director of Research, U.S. Naval Academy  
Center for Naval Analyses, Acquisition Unit  
Pentagon Library  
Defense Technical Information Center (DTIC) (4)